HEALTH AFFAIRS

TRICARE Management Activity

Training Administrator Update Session

April 16, 2004/Version 4.1

TMA Privacy Office

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Agenda

- Introduction
- Training Administrator roles and responsibilities
- LMS Training Administrator review
- Course completion and exam implementation
- Refresher course rollout
- Future LMS enhancements

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Introduction

- Target Audience: Individuals who have been assigned as Training Administrators for the HIPAA Learning Management System

- Length of Training: 1 hour

Introduction

Training Objectives

Upon completion of this update session you will be able to:

- Identify the responsibilities of the Training Administrator
- Communicate the rollout and implementation of the Privacy Refresher course within your MTF
- Perform the functions of the Training Administrator within the LMS
- Explain the process for completing and receiving credit for the Privacy Refresher course
- Explain the impact that the Privacy Refresher course will have on course completion percentages within the custom report

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Introduction

TMA Introduction

- Why are we here?
- What are we trying to accomplish?
- How are we accomplishing our goal?
- What is your role?
- When is the Refresher Course training?
- Training Administrator responsibility for resetting passwords
- DO YOUR PART

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Training Administrator Roles and Responsibilities

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Objectives

- Upon completion of this lesson, you will be able to
  - Describe the roles and responsibilities of the Training Administrator
  - Describe the function of the Service Representatives for HIPAA Privacy Refresher Training
  - List the LMS functions to be performed by the Training Administrator

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Training Administrator Roles and Responsibilities

- Coordinate the Refresher Training rollout with the Privacy Officer
- Implement the Refresher Training at the MTF level
- Communicate with Service Representatives through the appropriate chain of command
- Communicate with MTF personnel
- Track completion progress
- LMS administration

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Service Representative Roles and Responsibilities

- Serve as the communication link between TMA Privacy Office and Training Administrators
- Maintain a list of Training Administrators for each MTF within the respective Service
- Update TMA on any emergent issues regarding the Refresher Training rollout
- Provide input on Refresher rollout status at Service Representative meetings

- Note: Technical issues should be routed to the HIPAA Support Center at hipaasupport@tma.osd.mil

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LMS Functions Performed by the Training Administrator

- Search for a student
- Unlock student accounts
- Change passwords
- Manage student population
- Grant course credit
- Perform Advanced Search reporting

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Training Administrator R&R Summary

- You should now be able to
  - Describe the roles and responsibilities of the Training Administrator
  - Describe the function of the Service Representatives for HIPAA Privacy Refresher Training
  - List the LMS administration functions to be performed by the Training Administrator

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Review of LMS Functionality for the Training Administrator

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Objectives

- Upon completion of this lesson, you will be able to:
  - Perform search functions within the LMS
  - Unlock student accounts
  - Reset Passwords
  - Manage student population
    - Inactivate student accounts
    - Delete duplicate students
  - Grant course credit
  - Perform Advanced Search

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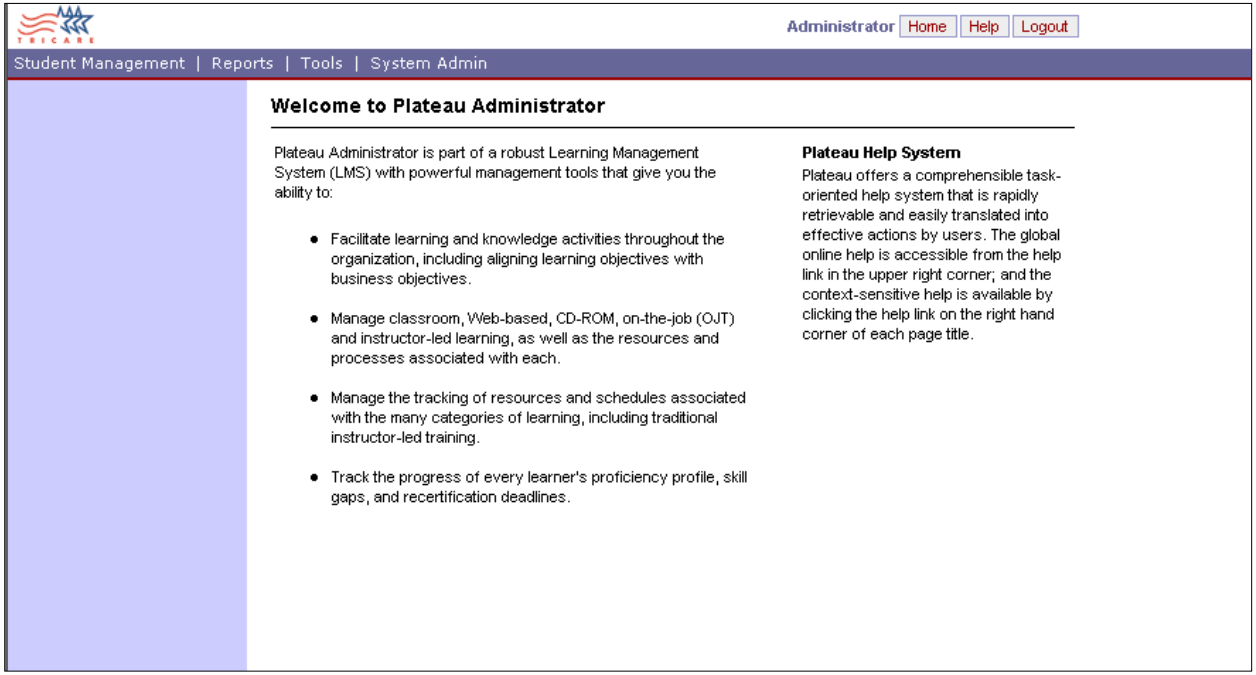
LMS Functionality

Training Administrator Login

- You must contact the HIPAA Support Center for Administrator access


Administrator
Home
Help
Logout
Student Management | Reports | Tools | System Admin
Welcome to Plateau Administrator
Plateau Administrator is part of a robust Learning Management System (LMS) with powerful management tools that give you the ability to:
Facilitate learning and knowledge activities throughout the organization, including aligning learning objectives with business objectives.
Manage classroom, Web-based, CD-ROM, on-the-job (OJT) and instructor-led learning, as well as the resources and processes associated with each.
Manage the tracking of resources and schedules associated with the many categories of learning, including traditional instructor-led training.
Track the progress of every learner's proficiency profile, skill gaps, and recertification deadlines.
Plateau Help System
Plateau offers a comprehensible task-oriented help system that is rapidly retrievable and easily translated into effective actions by users. The global online help is accessible from the help link in the upper right corner; and the context-sensitive help is available by clicking the help link on the right hand corner of each page title.

- Training Administrator welcome screen

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Perform Search: Locate Student

- Locating the student record is the first step in accessing student accounts
- Searches can be performed by: student ID, last name, first name, and middle initial
- Searches are case sensitive
- You can search for Inactive, Active, or Both

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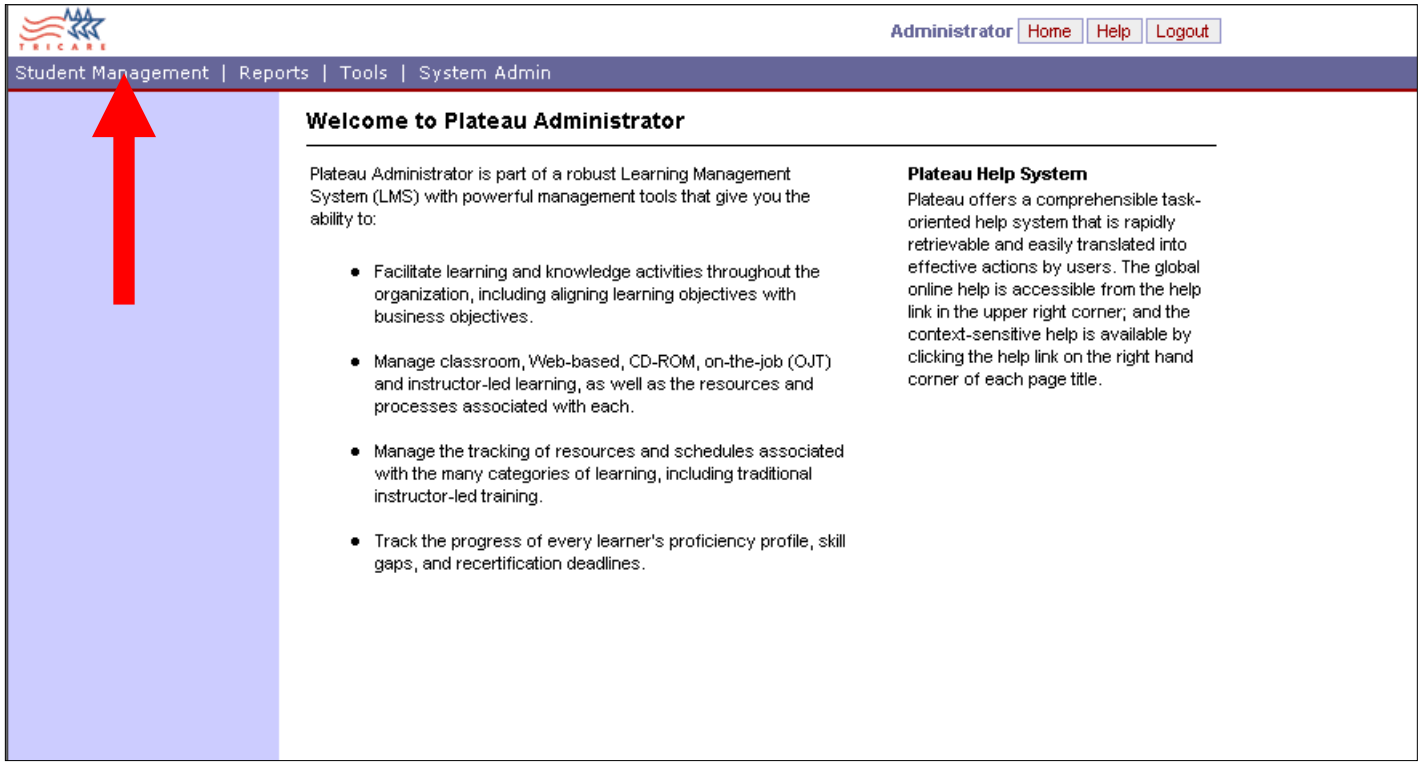
LMS Functionality

Perform Search: Locate Student

1. Select the Student Management hyperlink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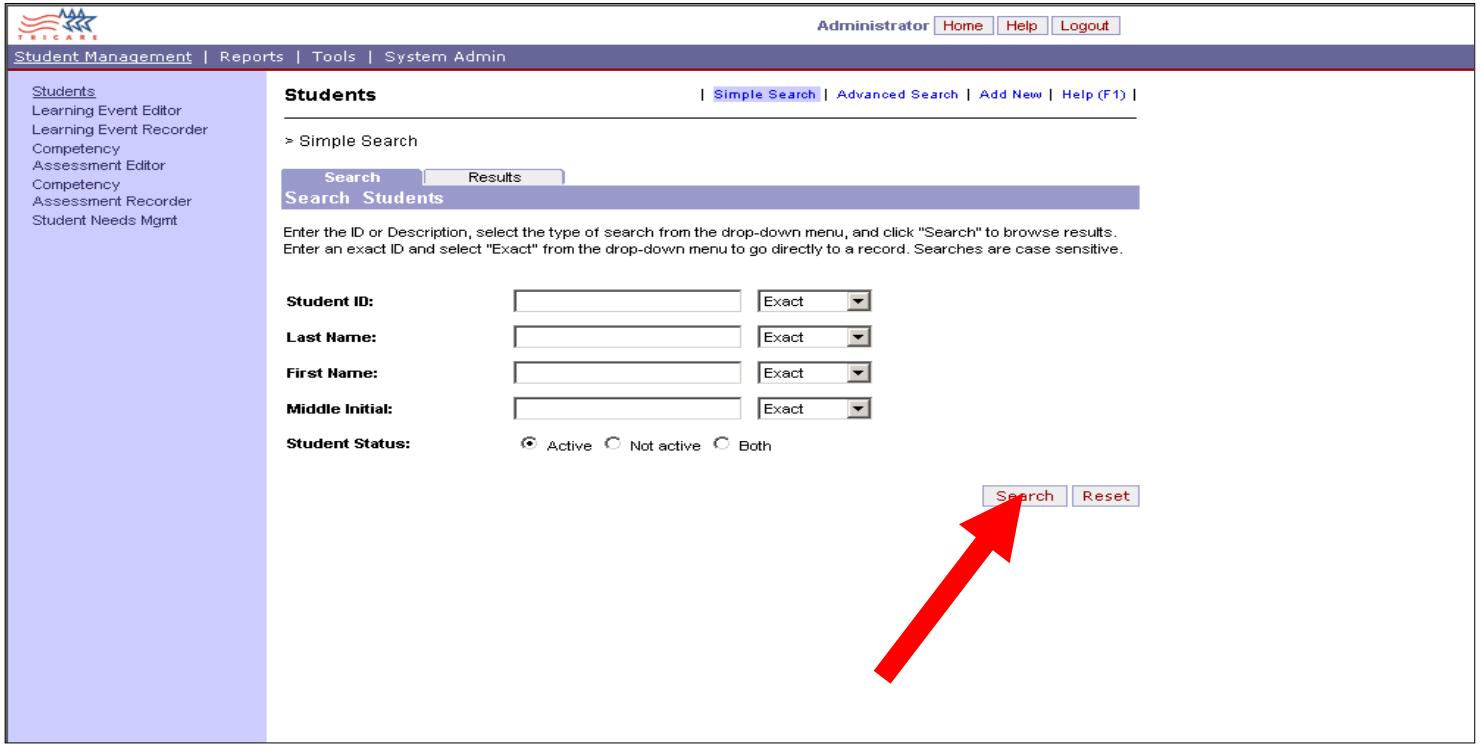
Perform Search: Locate Student

2. Enter the search criteria
3. Select Search



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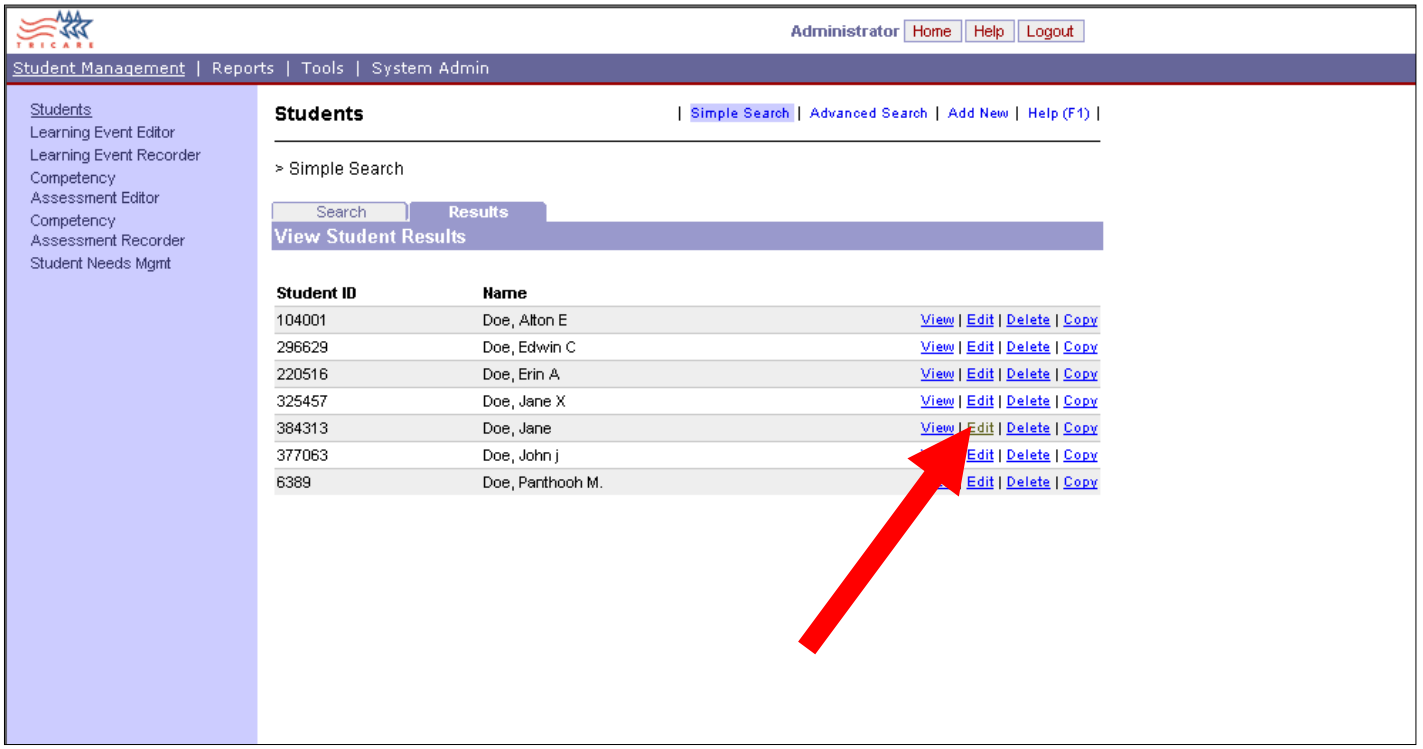
Perform Search: Locate Student

4. The Search Results screen will display
5. Select Edit to verify the Student


Administrator Home Help Logout
Student Management | Reports | Tools | System Admin
Students
Learning Event Editor
Learning Event Recorder
Competency Assessment Editor
Competency Assessment Recorder
Student Needs Mgmt
Students
Simple Search | Advanced Search | Add New | Help (F1)
> Simple Search
Search
Results
View Student Results
Student ID
Name
104001 Doe, Alton E View | Edit | Delete | Copy
296629 Doe, Edwin C View | Edit | Delete | Copy
220516 Doe, Erin A View | Edit | Delete | Copy
325457 Doe, Jane X View | Edit | Delete | Copy
384313 Doe, Jane View | Edit | Delete | Copy
377063 Doe, John j Edit | Delete | Copy
6389 Doe, Panthooh M. Edit | Delete | Copy

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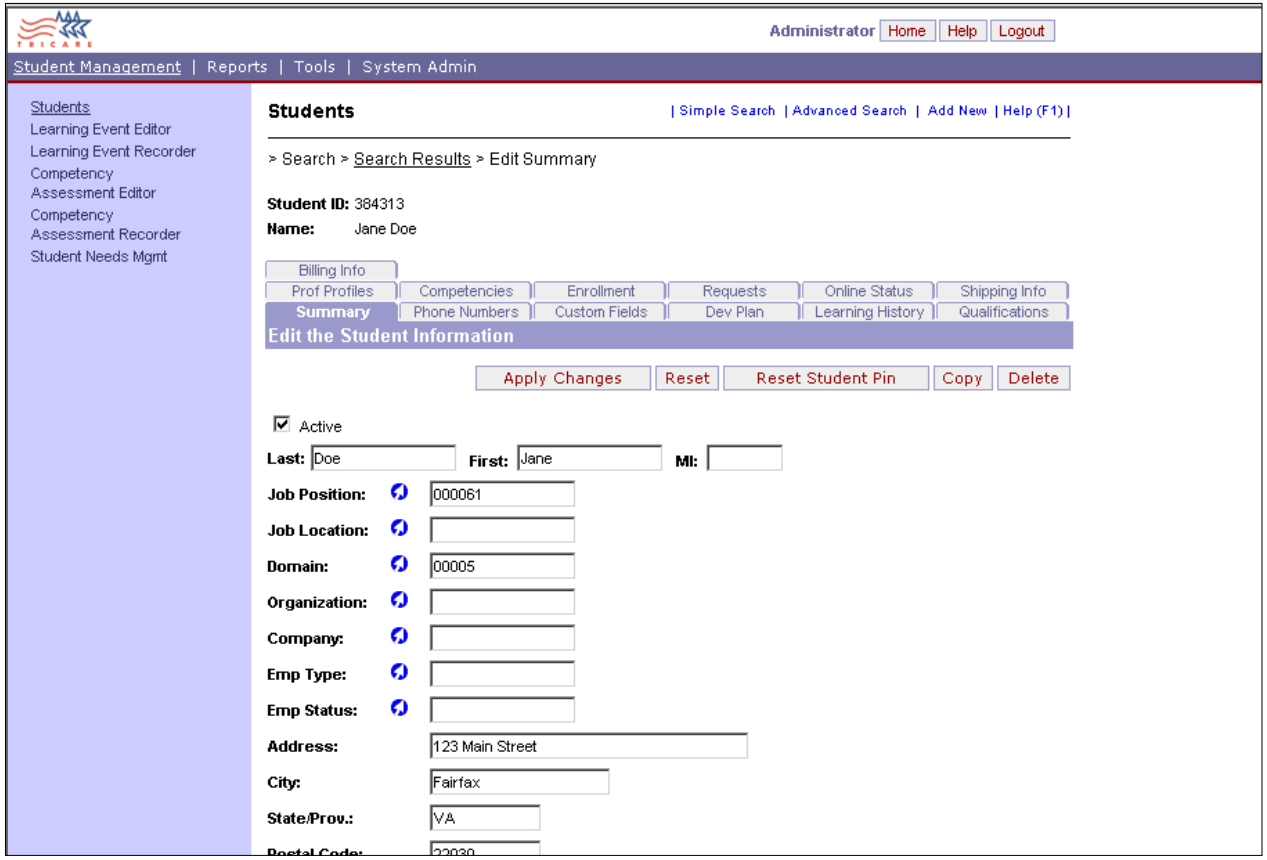
Perform Search: Locate Student

6. The Student Summary screen will display



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Create New Students

- This is a Self-Registration tool
  - Students should use the Self-Registration process
- Administrators should add new students under very limited circumstances, for example
  - If the student does not have access to a computer
  - If the student does not speak English
- To add a new student the administrator must complete the online registration form for the student
- The administrator is responsible for assigning the password and Student ID

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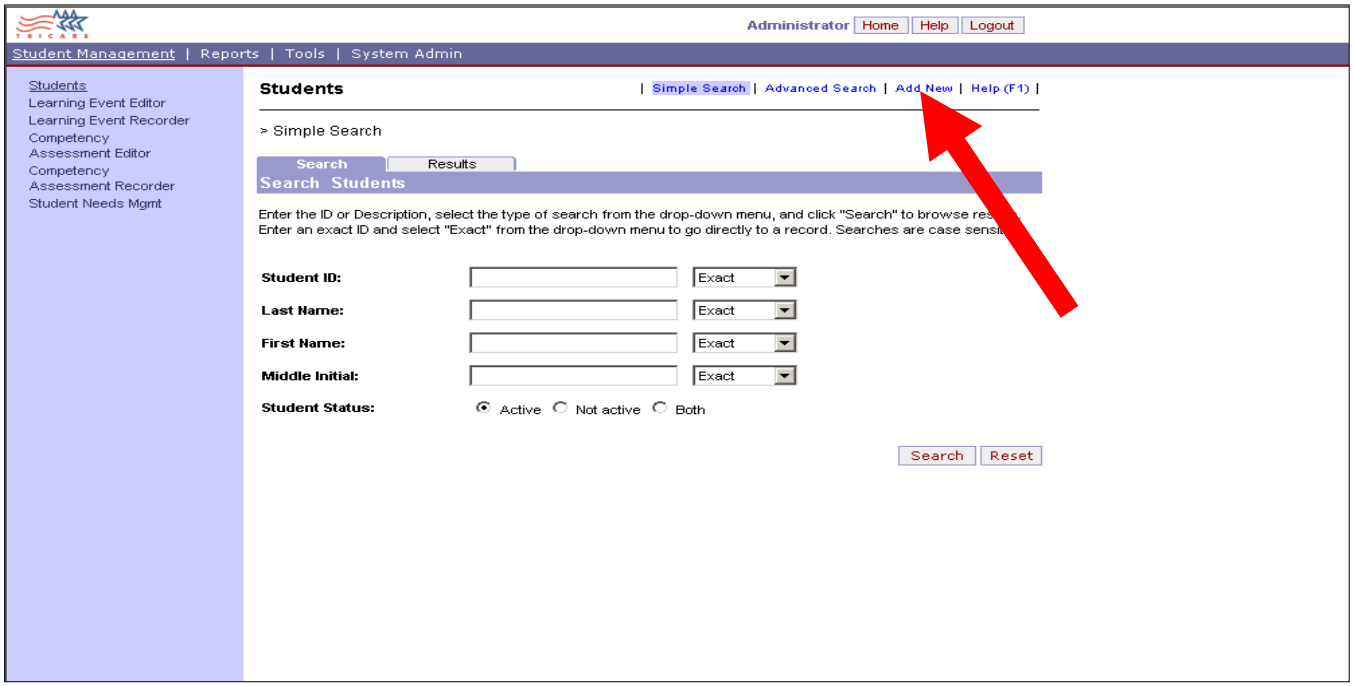
LMS Functionality

Create New Students

1. Select Add New from the Student Management screen



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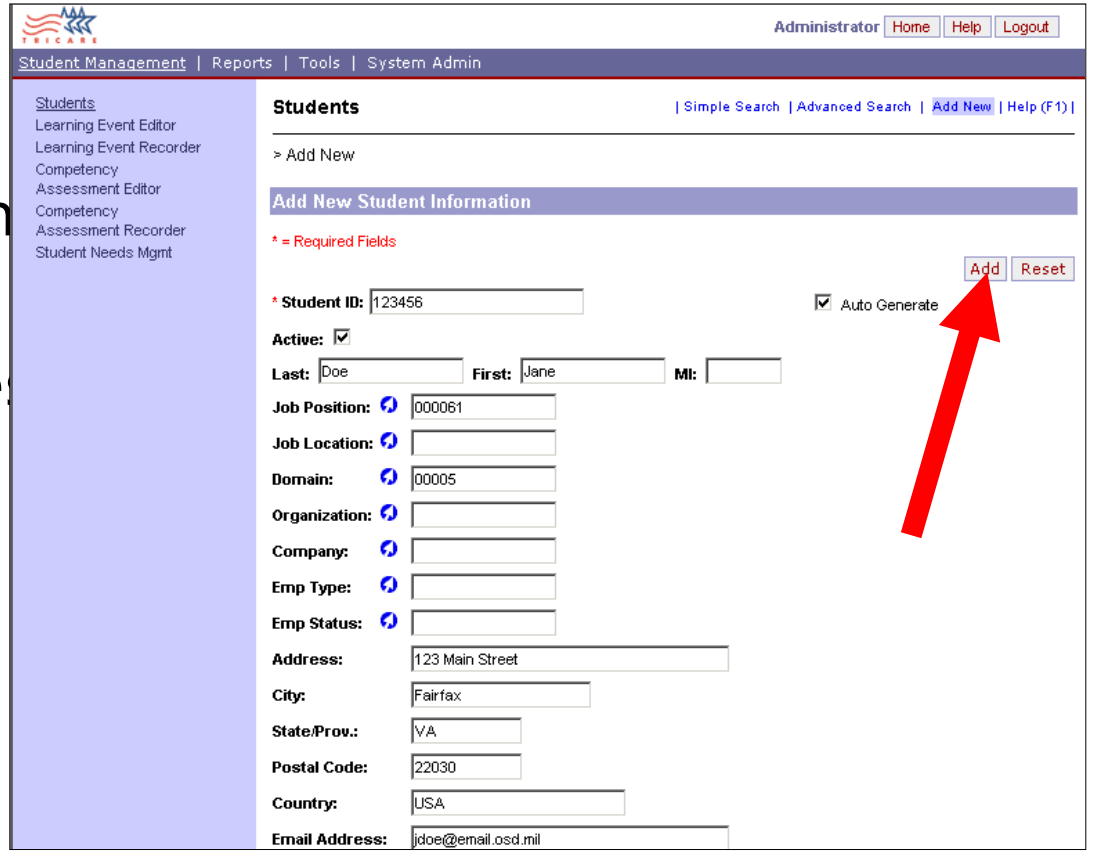
Create New Students

2. Enter Student ID
3. Enter Name
4. Select Job Position
5. Enter Domain
6. Enter email addres
7. Select Add



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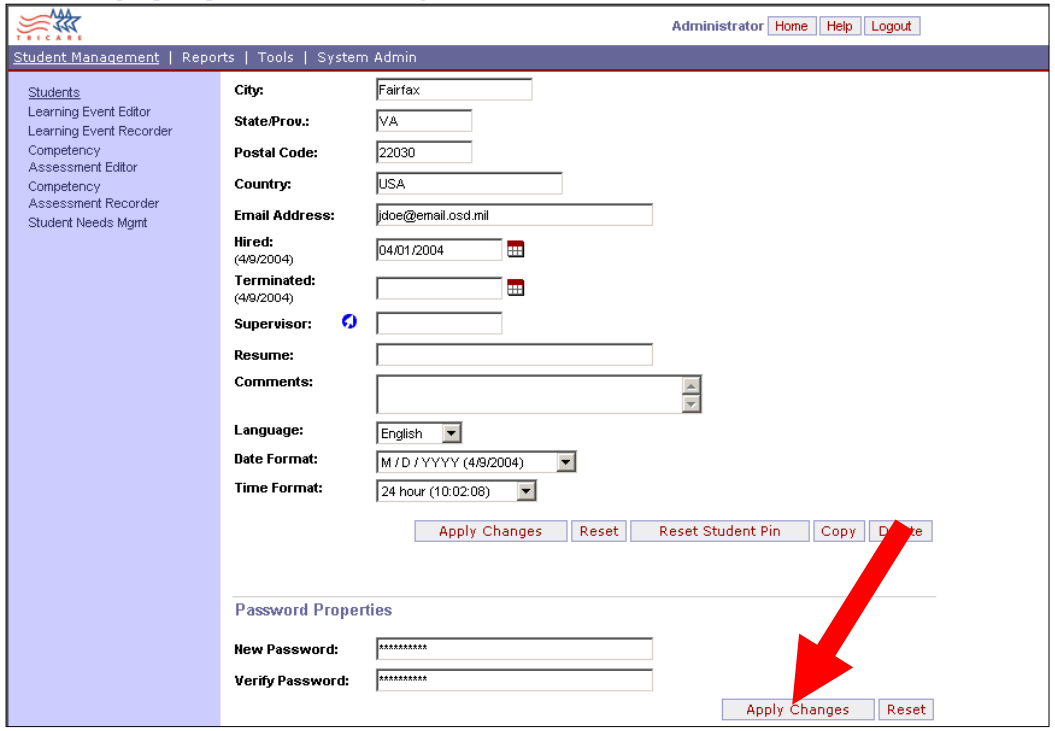
Create New Students

8. Scroll to the bottom of the page
9. Enter a password in the New Password and Verify Password fields
10. Select Apply Changes



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Locate Student IDs

- Student IDs are required for access to the LMS
- Student IDs are unique, computer generated numbers
- Many will not remember their Student IDs
- Training Administrators are responsible for locating student IDs
- Training Administrators must ensure that students do not re-register

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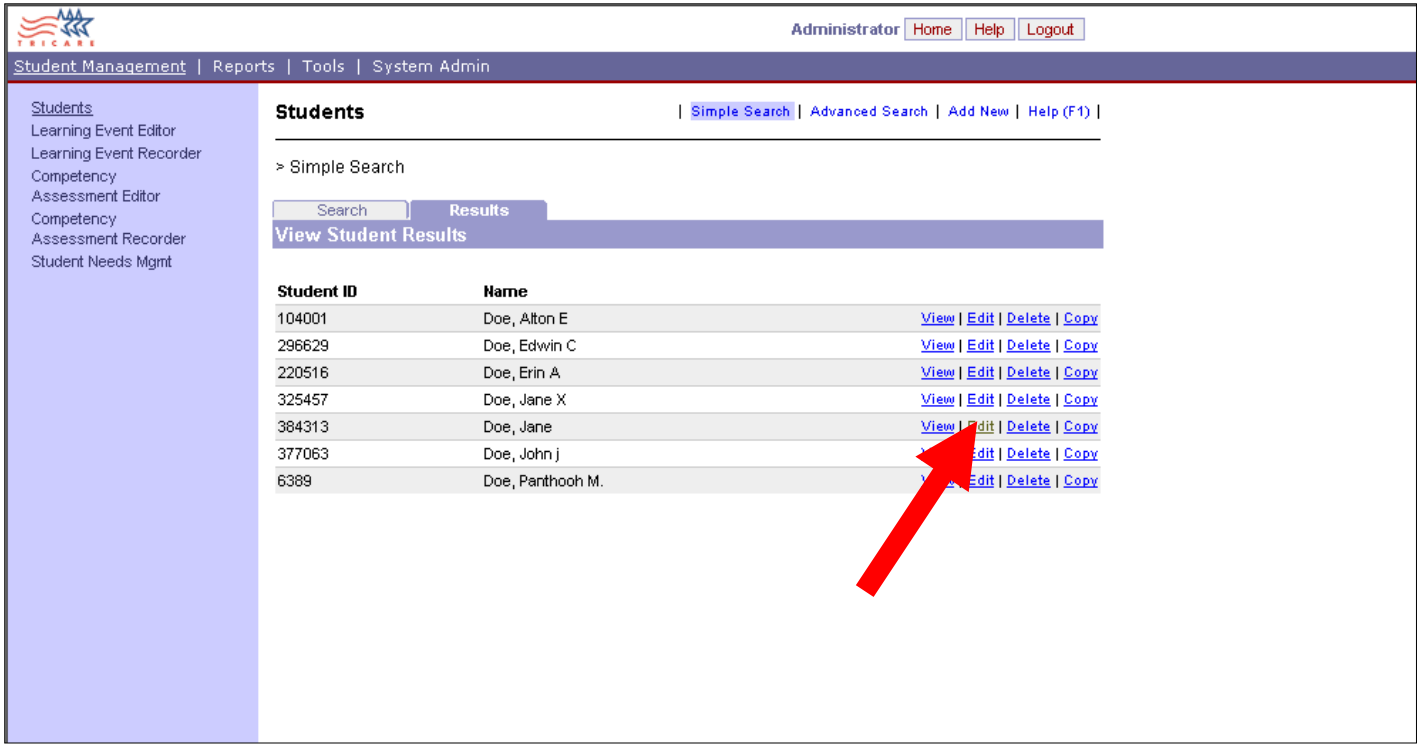
LMS Functionality

Locate Student IDs

1. Search for the Student
2. Select Edit to verify the Student


Administrator
Home
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Logout
Student Management | Reports | Tools | System Admin
Students
Learning Event Editor
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Competency Assessment Editor
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Student Needs Mgmt
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377063 Doe, John j Edit | Delete | Copy
6389 Doe, Panthooh M. Edit | Delete | Copy

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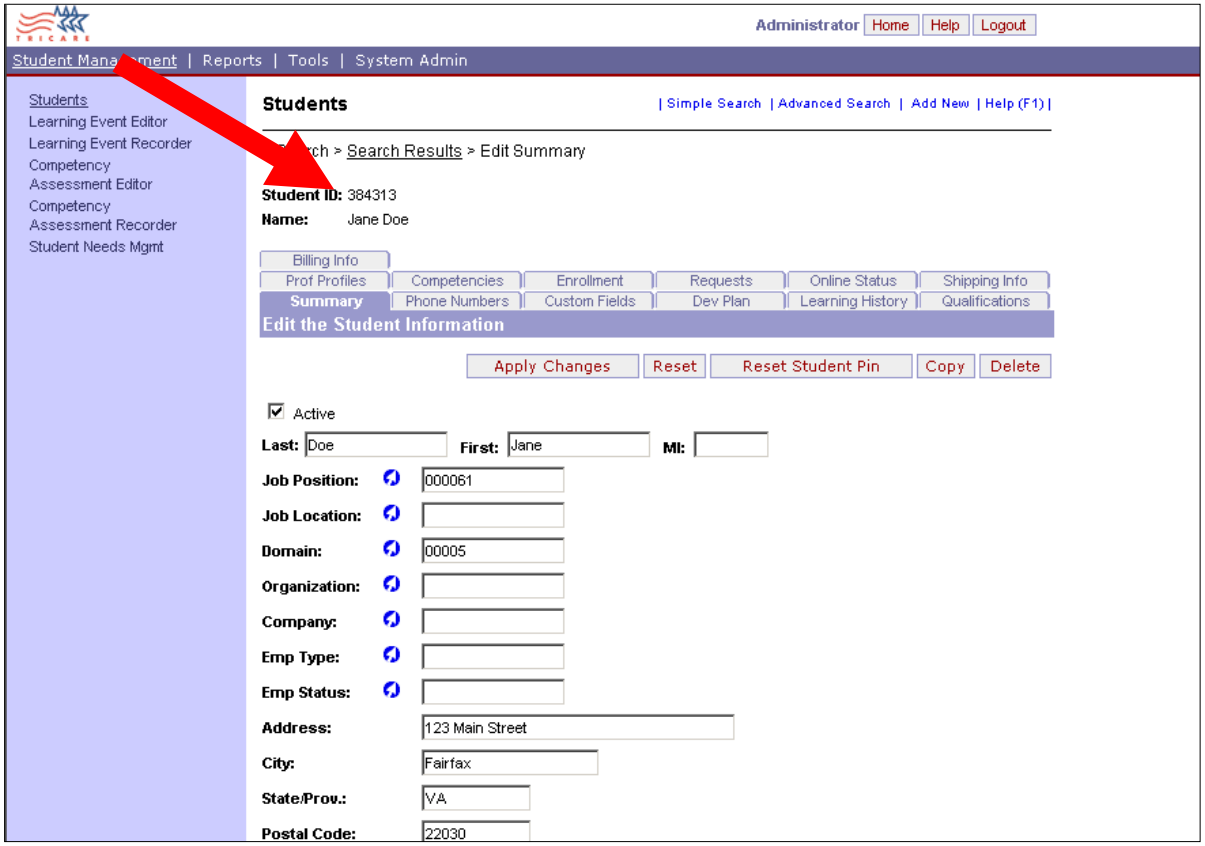
LMS Functionality

Locate Student IDs

3. Locate the Student ID on the top of the Student Summary screen



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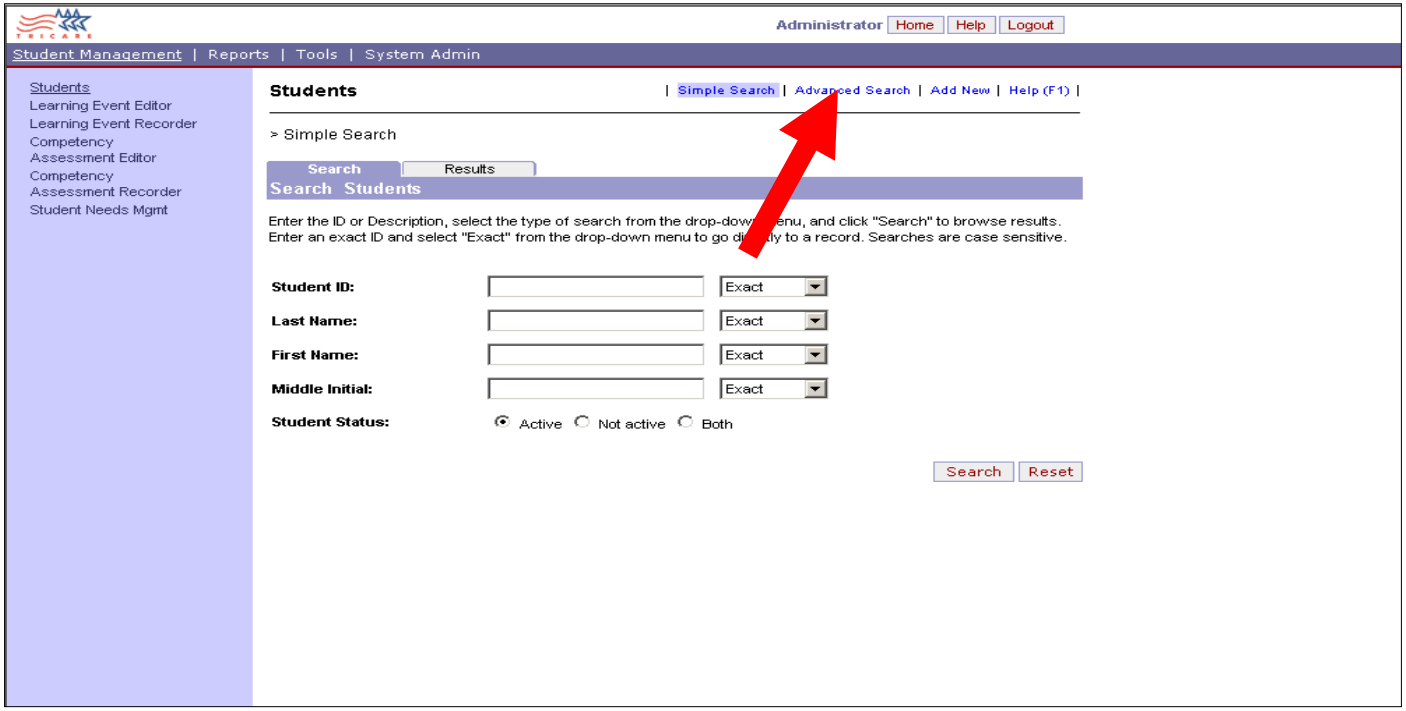
Locate Student IDs

- The Advanced Search can be used to obtain a list of all Students and IDs within your domain

1. Select Advanced Search from the Student Management screen



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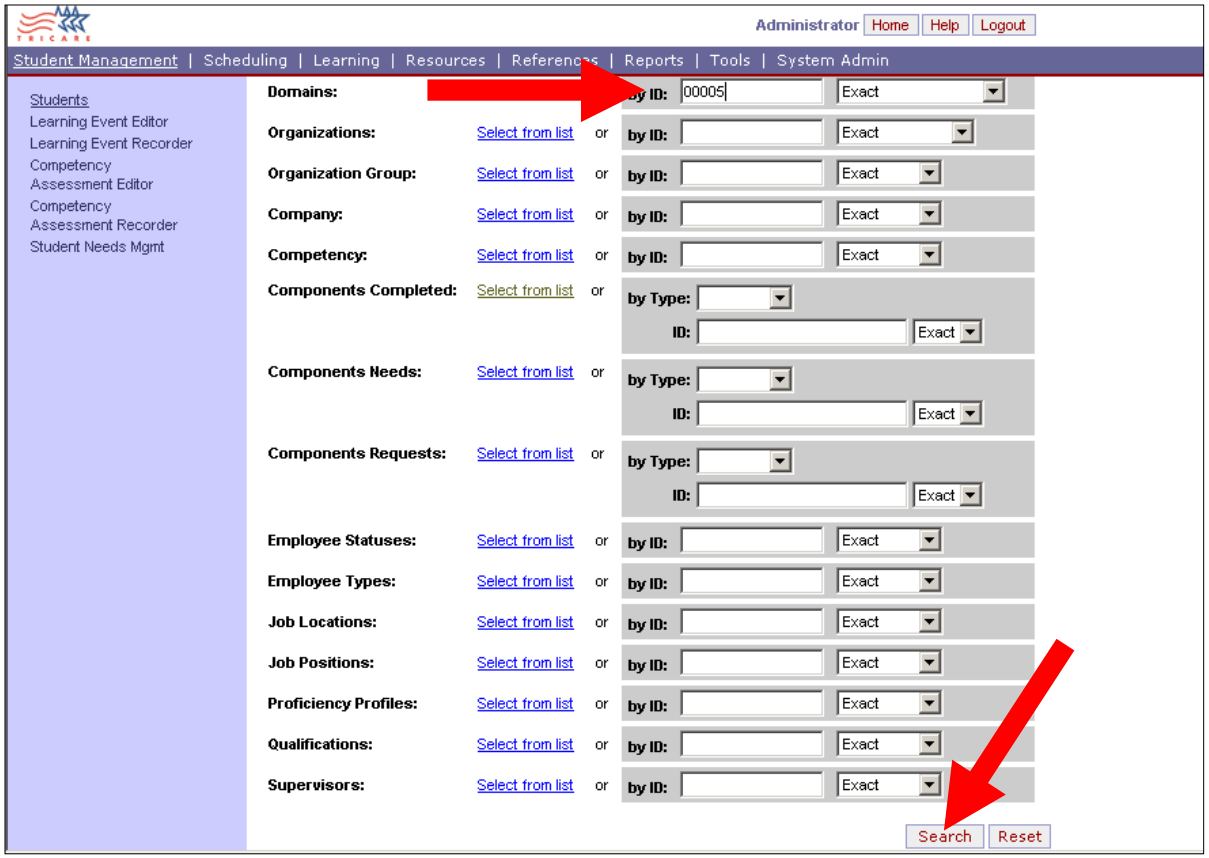
Locate Student IDs

2. Enter your Domain
3. Select Search



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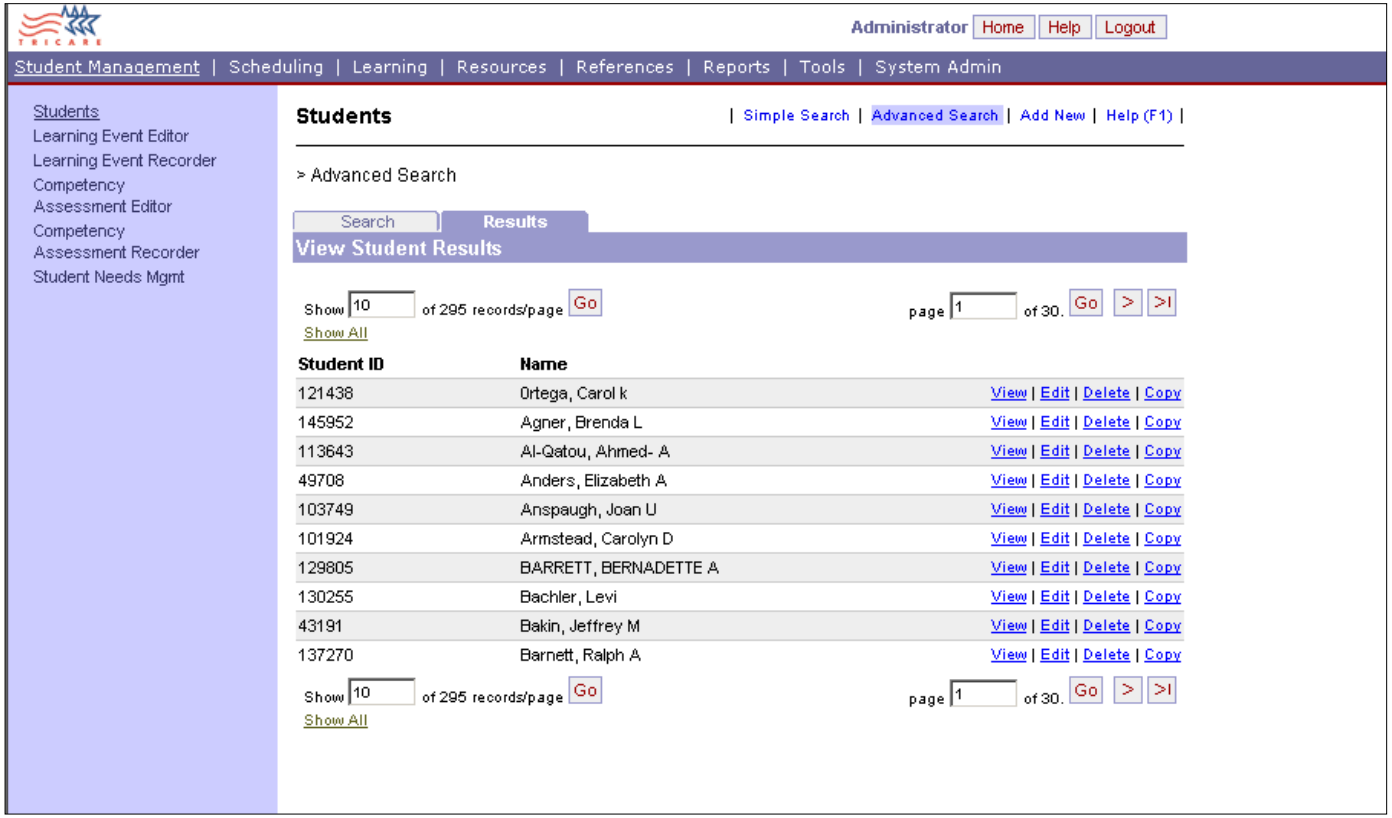
Locate Student IDs

4. A list of all Students and their Ids, within your domain, will display


Administrator Home Help Logout
Student Management | Scheduling | Learning | Resources | References | Reports | Tools | System Admin
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Learning Event Recorder
Competency Assessment Editor
Competency Assessment Recorder
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Student ID
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121438 Ortega, Carol k View | Edit | Delete | Copy
145952 Agner, Brenda L View | Edit | Delete | Copy
113643 Al-Qatou, Ahmed- A View | Edit | Delete | Copy
49708 Anders, Elizabeth A View | Edit | Delete | Copy
103749 Anspaugh, Joan U View | Edit | Delete | Copy
101924 Armstead, Carolyn D View | Edit | Delete | Copy
129805 BARRETT, BERNADETTE A View | Edit | Delete | Copy
130255 Bachler, Levi View | Edit | Delete | Copy
43191 Bakin, Jeffrey M View | Edit | Delete | Copy
137270 Barnett, Ralph A View | Edit | Delete | Copy
Show 10 of 295 records/page Go
page 1 of 30. Go > >|
Show All

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Unlock Student Accounts

- Student accounts will lock after three unsuccessful login attempts
- **Training Administrators are responsible for unlocking student accounts**
- Unlocking may require that you reset the students password
  - Passwords cannot be reset globally

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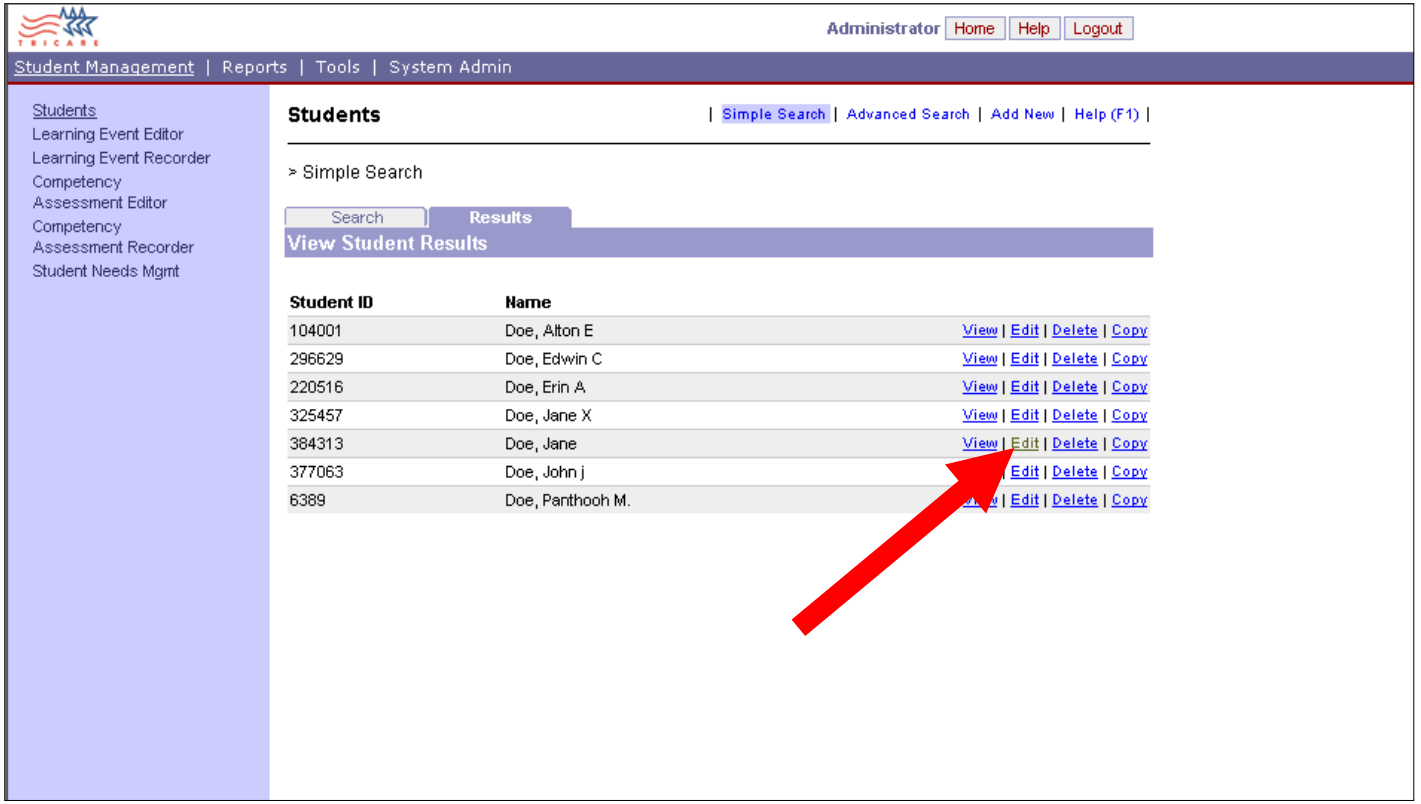
LMS Functionality

Unlock Student Accounts

1. Search for the Student
2. Select Edit from the Search Results screen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377063 Doe, John j Edit | Delete | Copy
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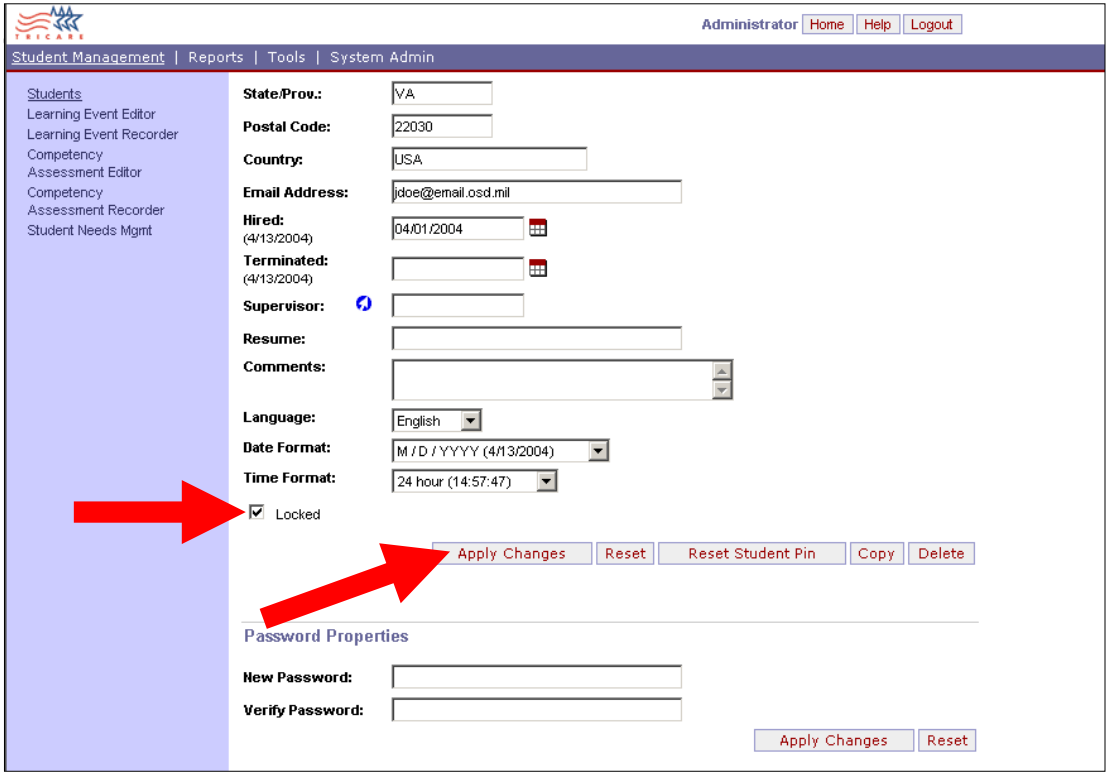
Unlock Student Accounts

3. Scroll to the bottom of the Student Summary screen
4. Remove the check in the “Locked” checkbox
5. Sele



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Reset Passwords

- Many students will not remember their passwords
- **Training Administrators are responsible for resetting passwords**
  - The HIPAA Support Center will not reset student passwords
- You must establish a communication flow for resetting student passwords within your MTF
- Passwords must contain:
  - English uppercase and lowercase letters
  - Arabic numerals (0,1,2,….9)
  - Non alphanumeric special characters (!,@,#,%)
  - Cannot contain Student ID or full name
- Students will be required to change their password upon logging in the first time after their password has changed

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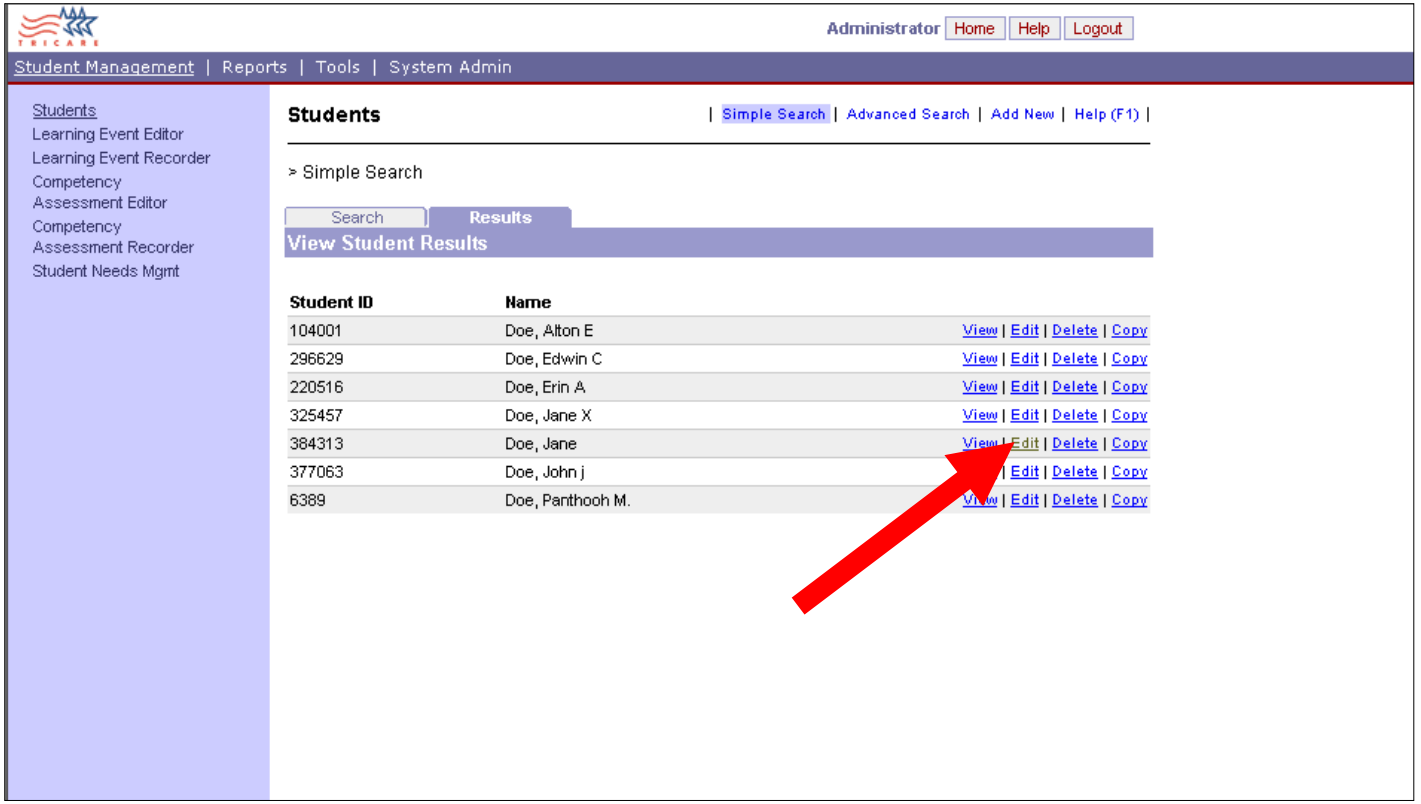
LMS Functionality

Reset Passwords

1. Search for the Student
2. Select Edit from the Search Results screen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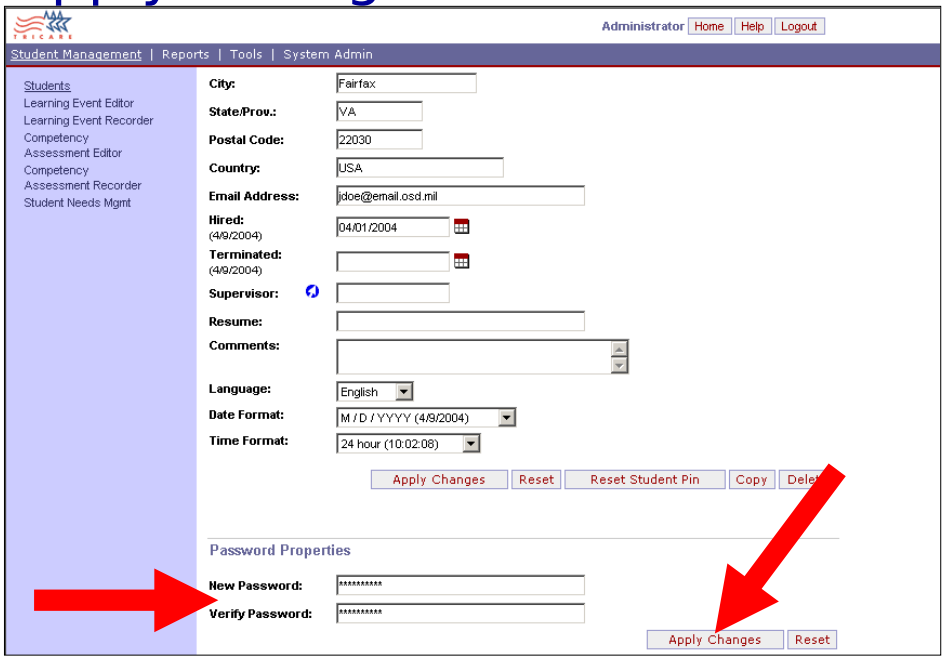
Reset Passwords

3. Scroll down to the Password Properties section of the Student Summary screen
4. Enter a password in the New Password and Verify Password fields
5. Select Apply Changes



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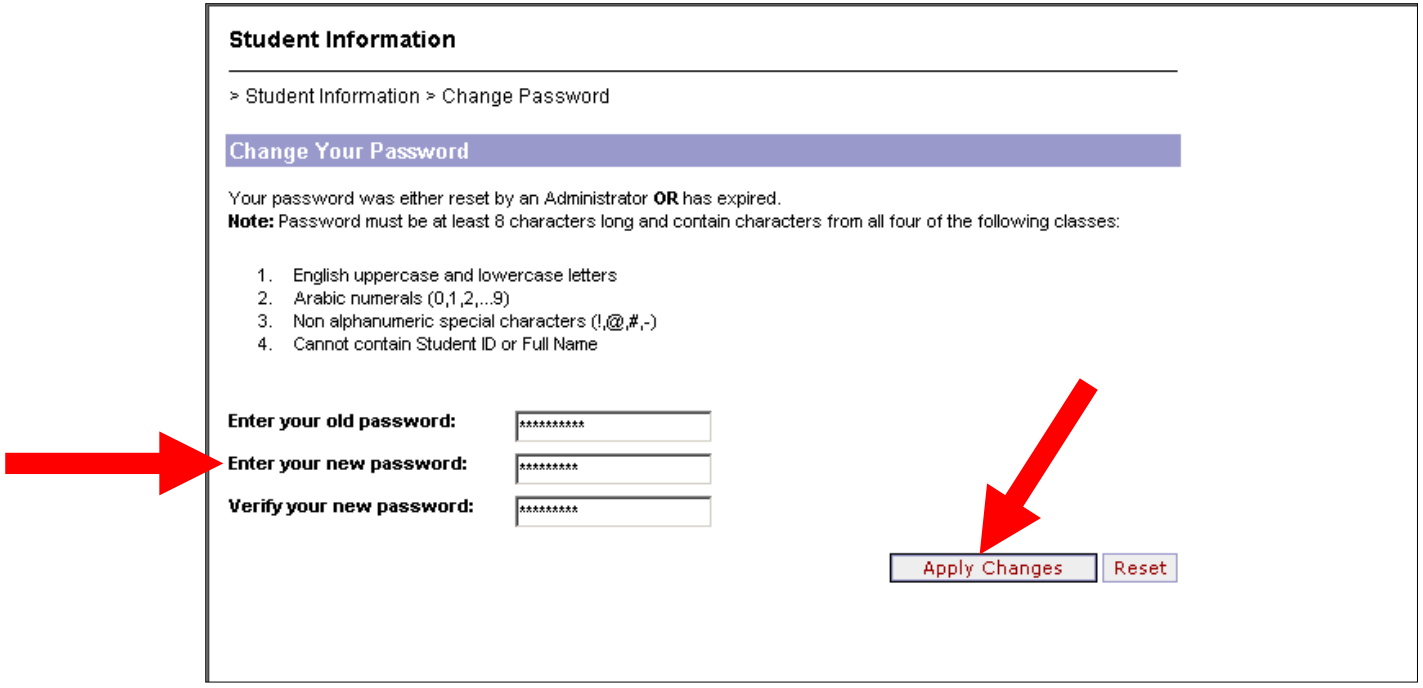
Change Reset Password (Student View)

1. Enter your Old Password
2. Enter a new password in the New Password and Verify Password fields
3. Select Apply Changes


Student Information
> Student Information > Change Password
Change Your Password
Your password was either reset by an Administrator OR has expired.
Note: Password must be at least 8 characters long and contain characters from all four of the following classes:
1. English uppercase and lowercase letters
2. Arabic numerals (0,1,2,...9)
3. Non alphanumeric special characters (!,@,#,-)
4. Cannot contain Student ID or Full Name
Enter your old password:
Enter your new password:
Verify your new password:
Apply Changes
Reset

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Inactivate Student Accounts

- You must inactivate students who are no longer at your facility
- This allows for them to be activated upon arrival at the new facility or re-entry into the Service
  - The Training Administrator at the receiving facility is responsible for activating the student and changing their domain and email address
- If students are not inactivated they will still appear on your custom reports

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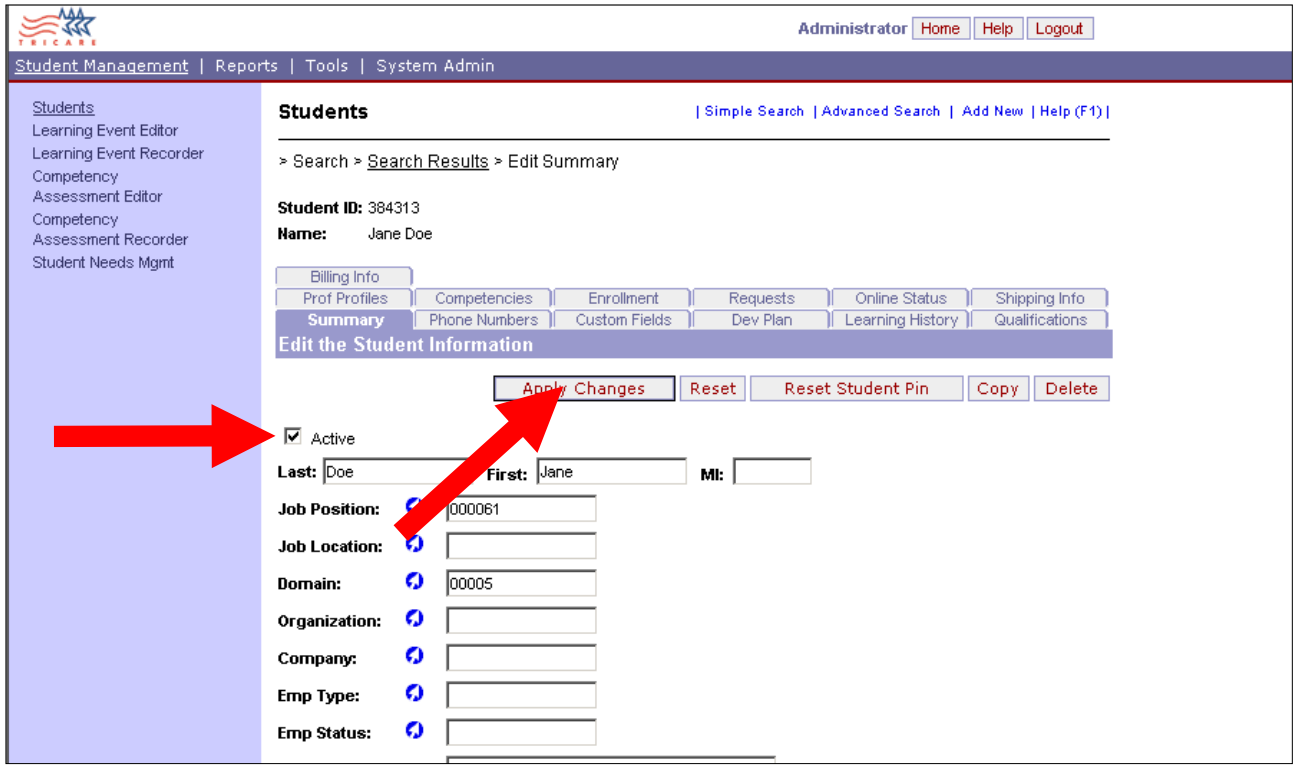
LMS Functionality

Inactivate Student Accounts

1. Select Edit from the Search Results screen
2. Remove the check in the “Active” checkbox
3. Select Apply Changes



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Delete Student Accounts

- Student should only be deleted if they have registered more than once
- By checking the student's "Learning History" you can be sure to delete the student ID with the least amount of completed courses
- Student accounts cannot be merged. All "Learning History" will be lost when the student ID is deleted
  - However, you can give credit for the courses lost
- Do not delete Student with ID "DO NOT DELETE"

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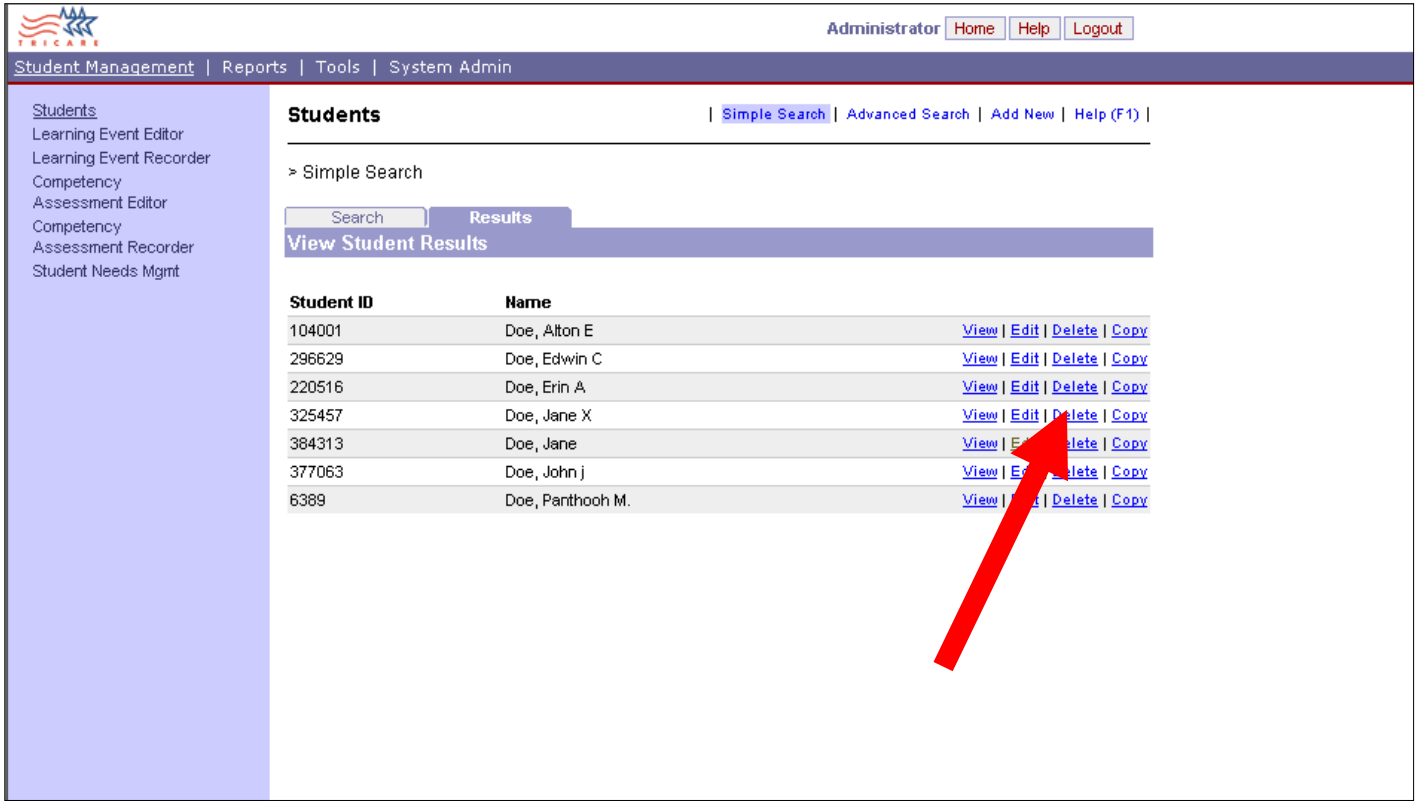
LMS Functionality

Delete Student Accounts

1. Search for the Student
2. Select Delete from the Search Results screen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377063 Doe, John j View | Edit | Delete | Copy
6389 Doe, Panthooh M. View | Edit | Delete | Copy

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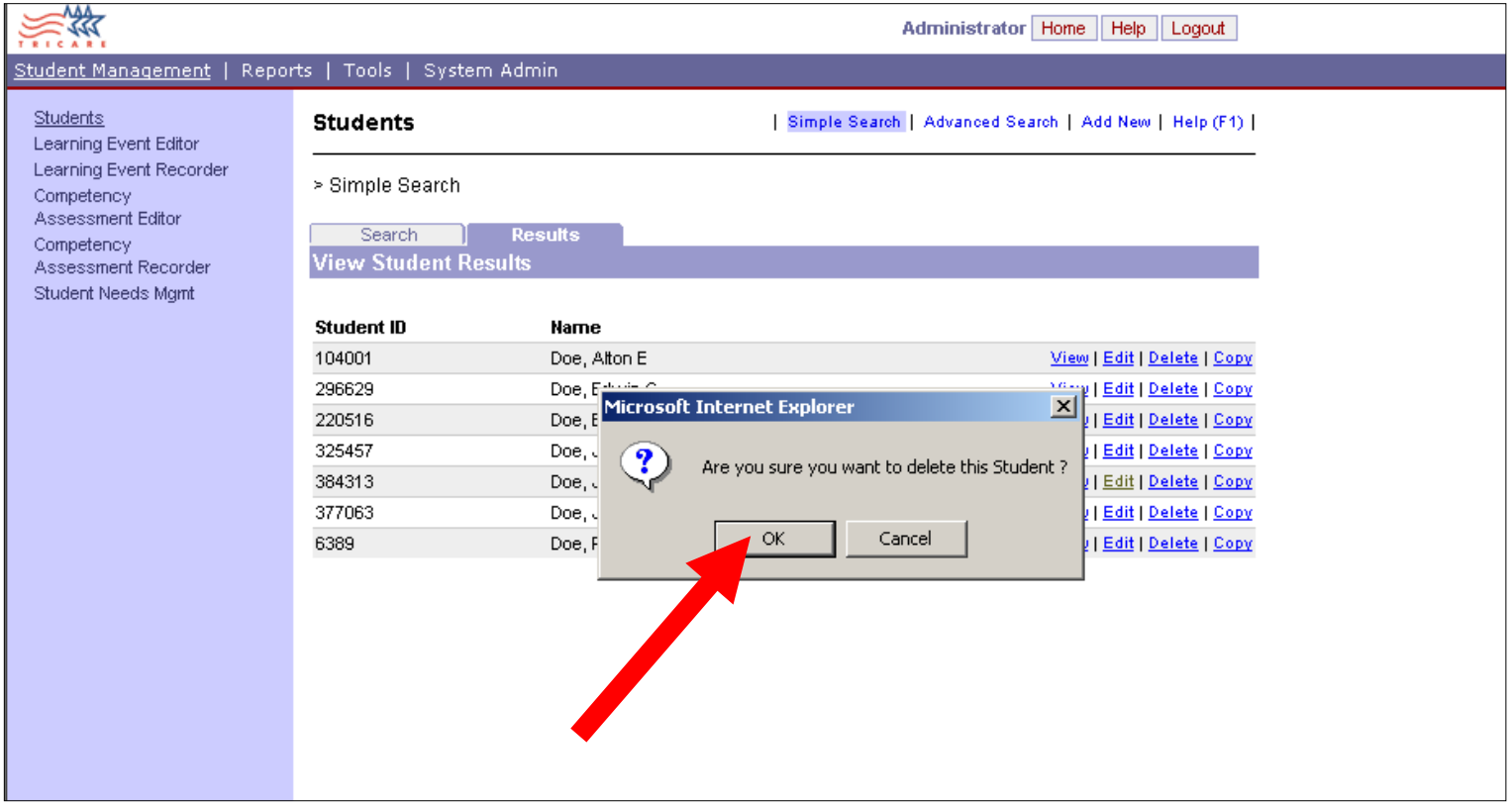
Delete Student Accounts

3. Select OK to verify the Students deletion



- Do NOT Delete Student with ID “DO NOT DELETE”

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Grant Course Credit

- The Training Administrator can grant course credit in the following instances:
  - Training was given in a group/classroom setting
  - Student got deleted from the system but still has their certificates
  - Student has completed all sections of the course but is not receiving credit for the course
  - Combining Multiple Student Records
    - There is no merge capability in the LMS
- Instruct Students to print certificates upon completion of a course

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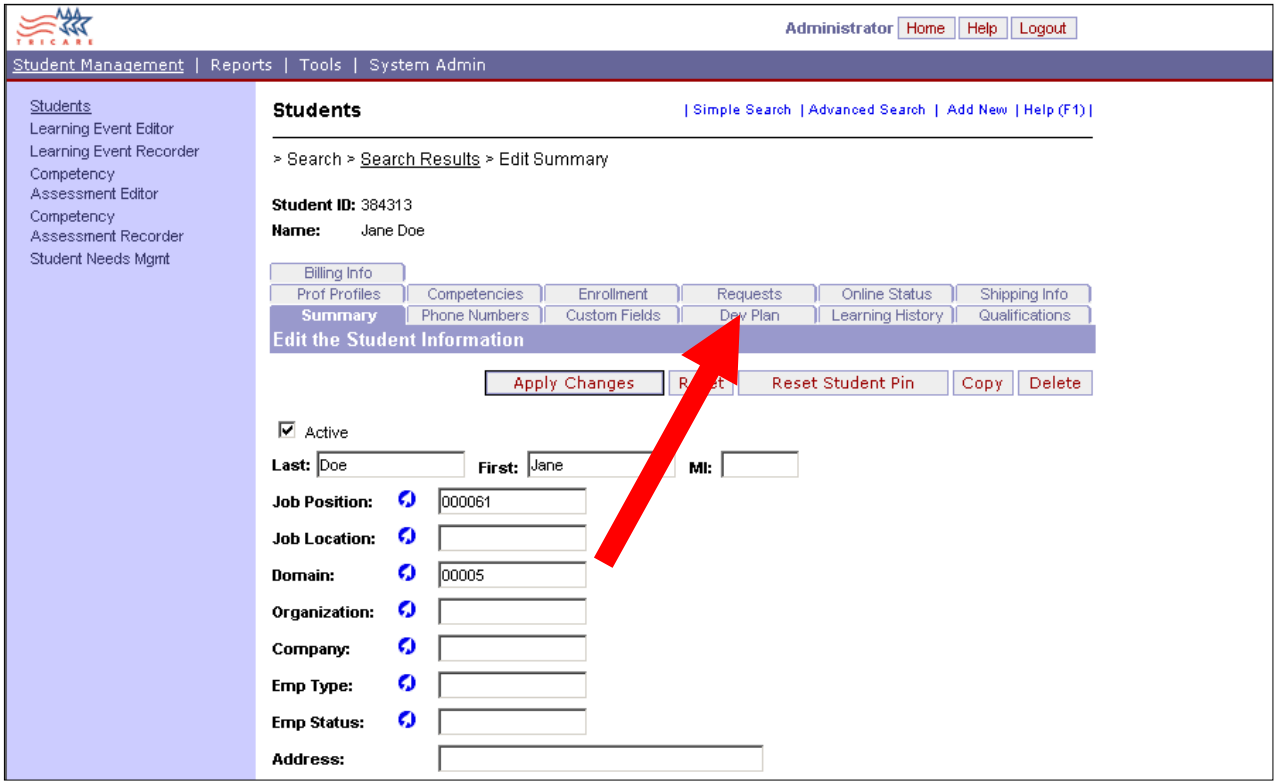
LMS Functionality

Grant Course Credit

1. Search for the Student
2. Select Edit from the Search Results screen
3. Access Students Development Plan



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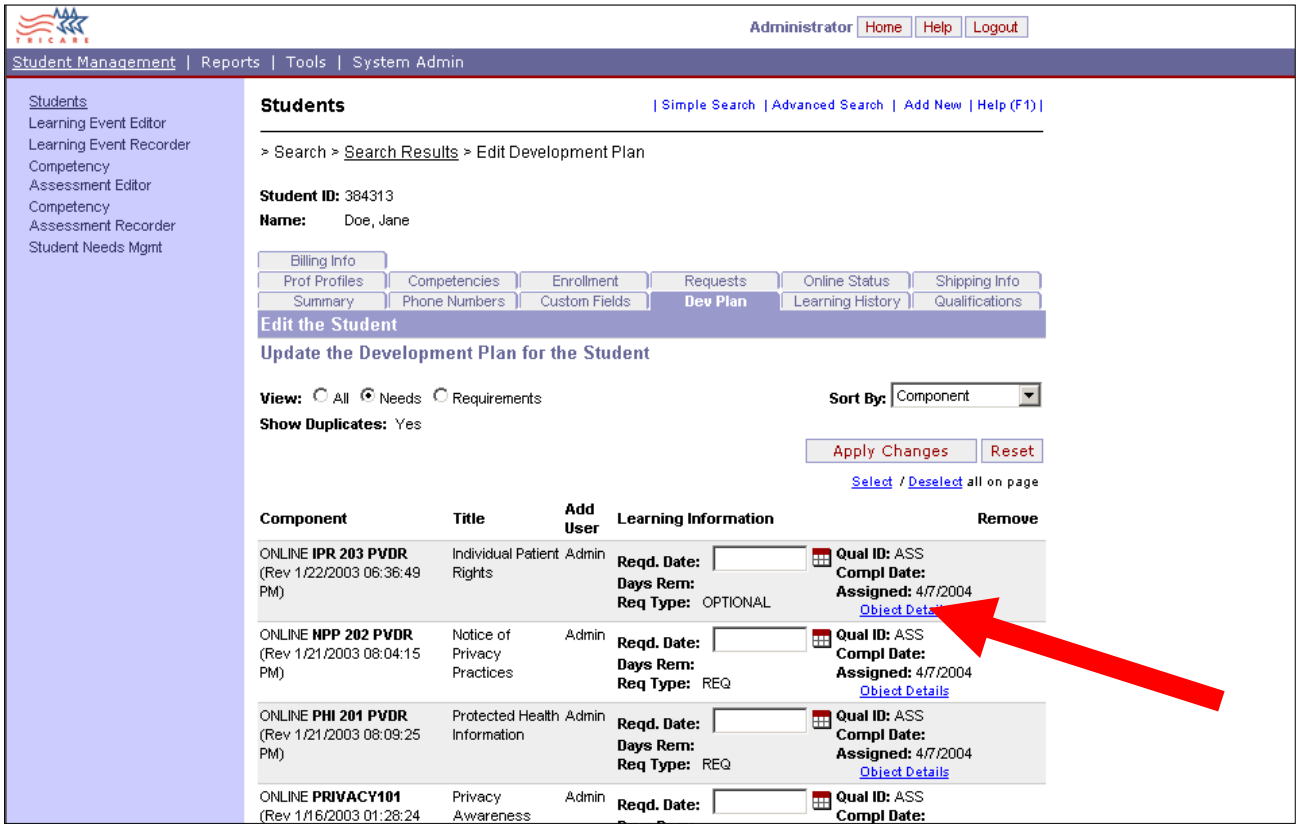
Grant Course Credit

4. Select the Object Details link for the course for which you will grant credit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Competency Assessment Recorder
Student Needs Mgmt
Students
| Simple Search | Advanced Search | Add New | Help (F1) |
> Search > Search Results > Edit Development Plan
Student ID: 384313
Name: Doe, Jane
Billing Info
Prof Profiles | Competencies | Enrollment | Requests | Online Status | Shipping Info
Summary | Phone Numbers | Custom Fields | Dev Plan | Learning History | Qualifications
Edit the Student
Update the Development Plan for the Student
View: All Needs Requirements
Sort By: Component
Show Duplicates: Yes
Apply Changes Reset
Select / Deselect all on page
Component Title Add User Learning Information Remove
ONLINE IPR 203 PVDR (Rev 1/22/2003 06:36:49 PM) Individual Patient Rights Admin
Reqd. Date:
Days Rem:
Req Type: OPTIONAL
Qual ID: ASS
Compl Date:
Assigned: 4/7/2004
Object Details
ONLINE NPP 202 PVDR (Rev 1/21/2003 08:04:15 PM) Notice of Privacy Practices Admin
Reqd. Date:
Days Rem:
Req Type: REQ
Qual ID: ASS
Compl Date:
Assigned: 4/7/2004
Object Details
ONLINE PHI 201 PVDR (Rev 1/21/2003 08:09:25 PM) Protected Health Information Admin
Reqd. Date:
Days Rem:
Req Type: REQ
Qual ID: ASS
Compl Date:
Assigned: 4/7/2004
Object Details
ONLINE PRIVACY101 (Rev 1/16/2003 01:26:24 Privacy Awareness Admin
Reqd. Date:
Qual ID: ASS
Compl Date:

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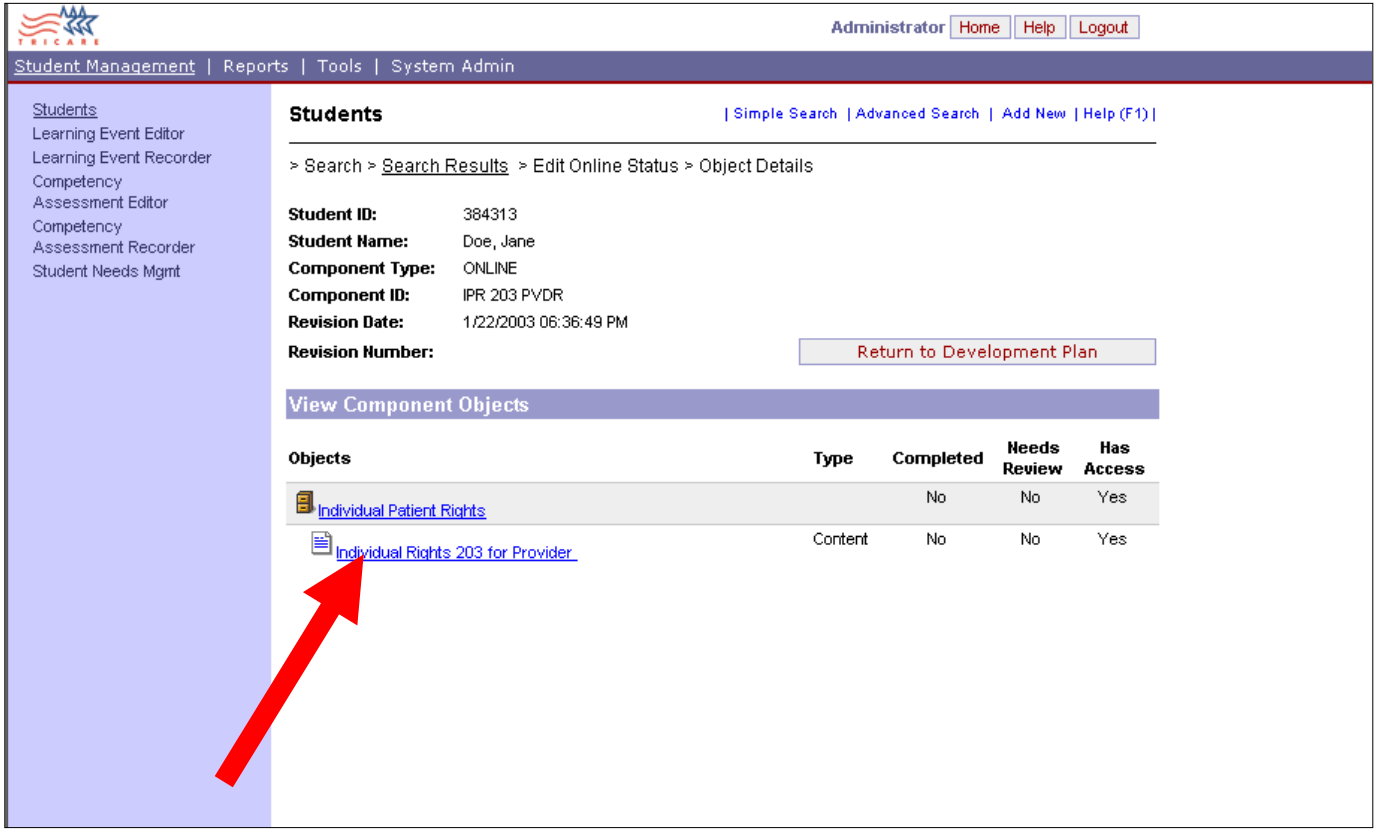
Grant Course Credit

5. Click on the name of the course



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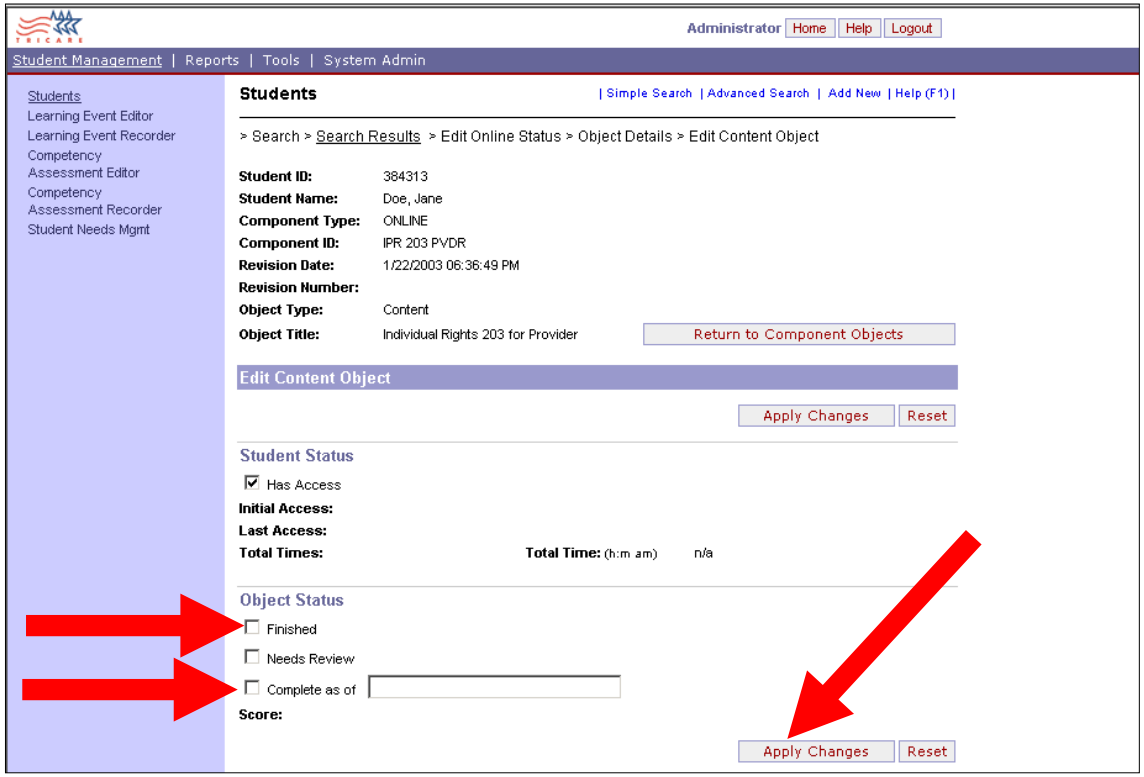
LMS Functionality

Grant Course Credit

6. Check the “Finished” box
7. Check the “Complete as of” box
8. Select Apply Changes



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LMS Functionality

Advanced Search Reporting

- The Advanced Search is to be used as a workaround for tracking student's course completion
- Enhanced reporting capability will be available in the future LMS 4.2 version

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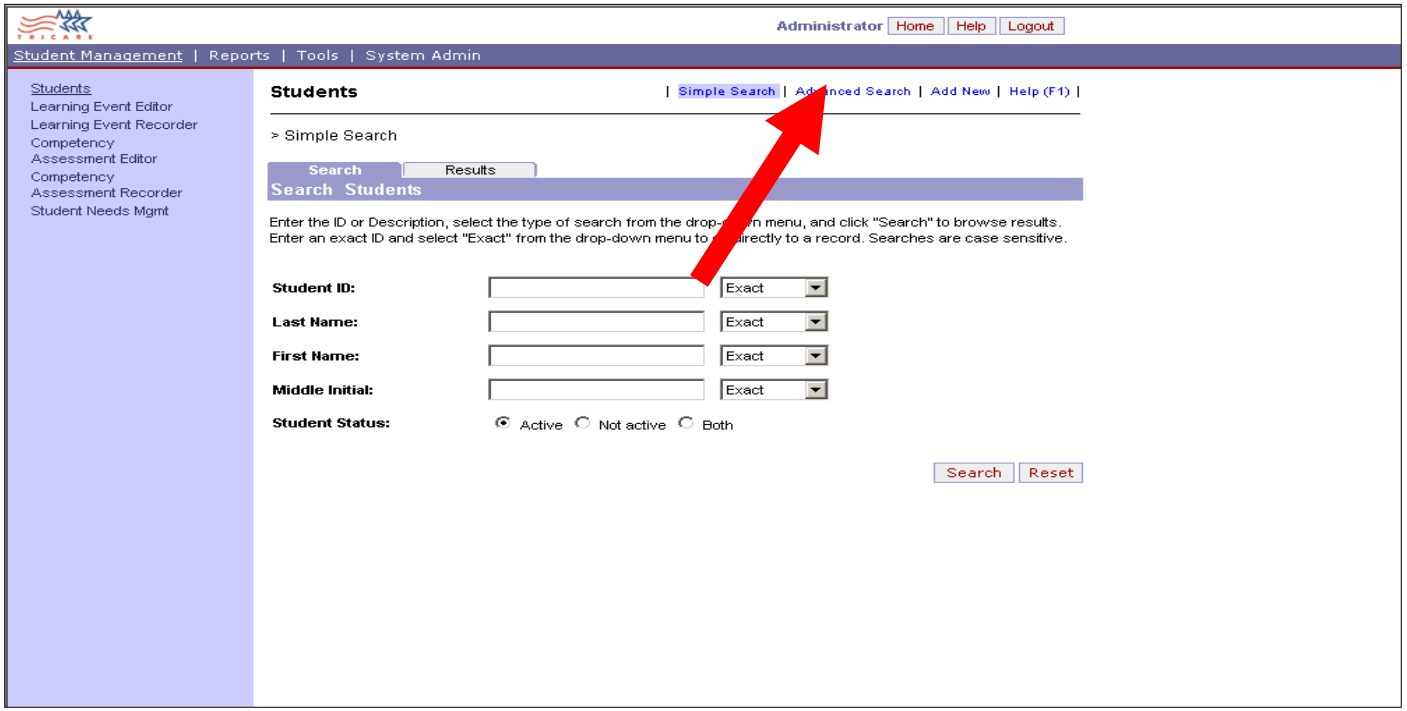
LMS Functionality

Advanced Search Reporting

1. Select Advanced Search from the Student Management screen



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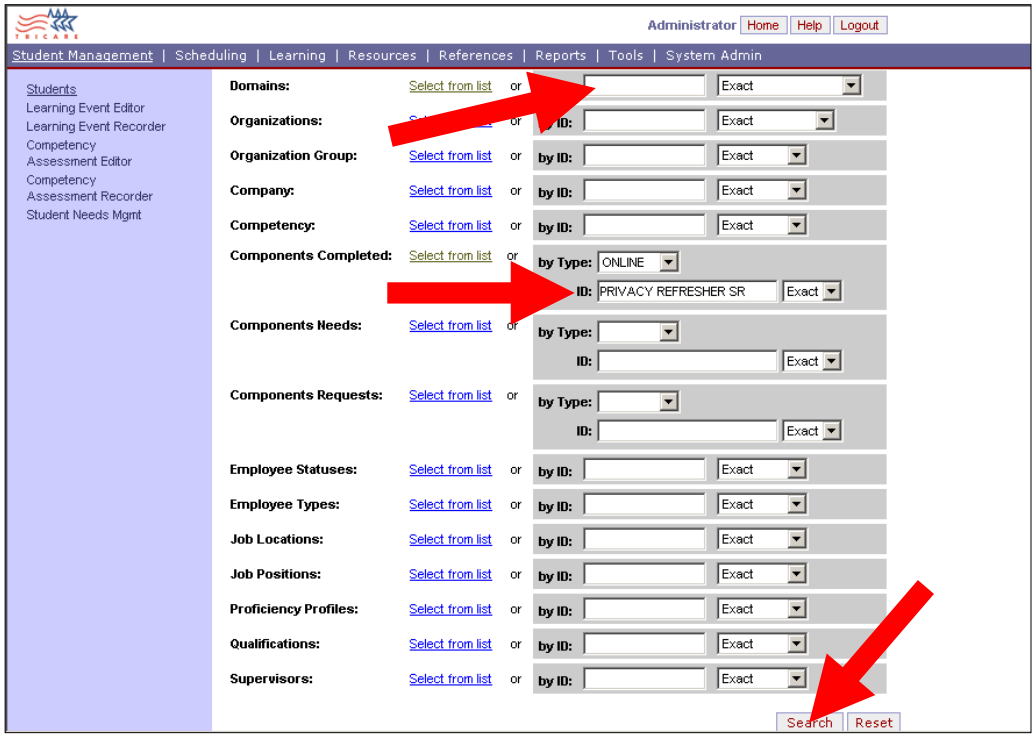
LMS Functionality

Advanced Search Reporting

2. Enter the Domain
3. Select ONLINE from the Components Completed drop down box
4. Enter the course ID
5. Select Search



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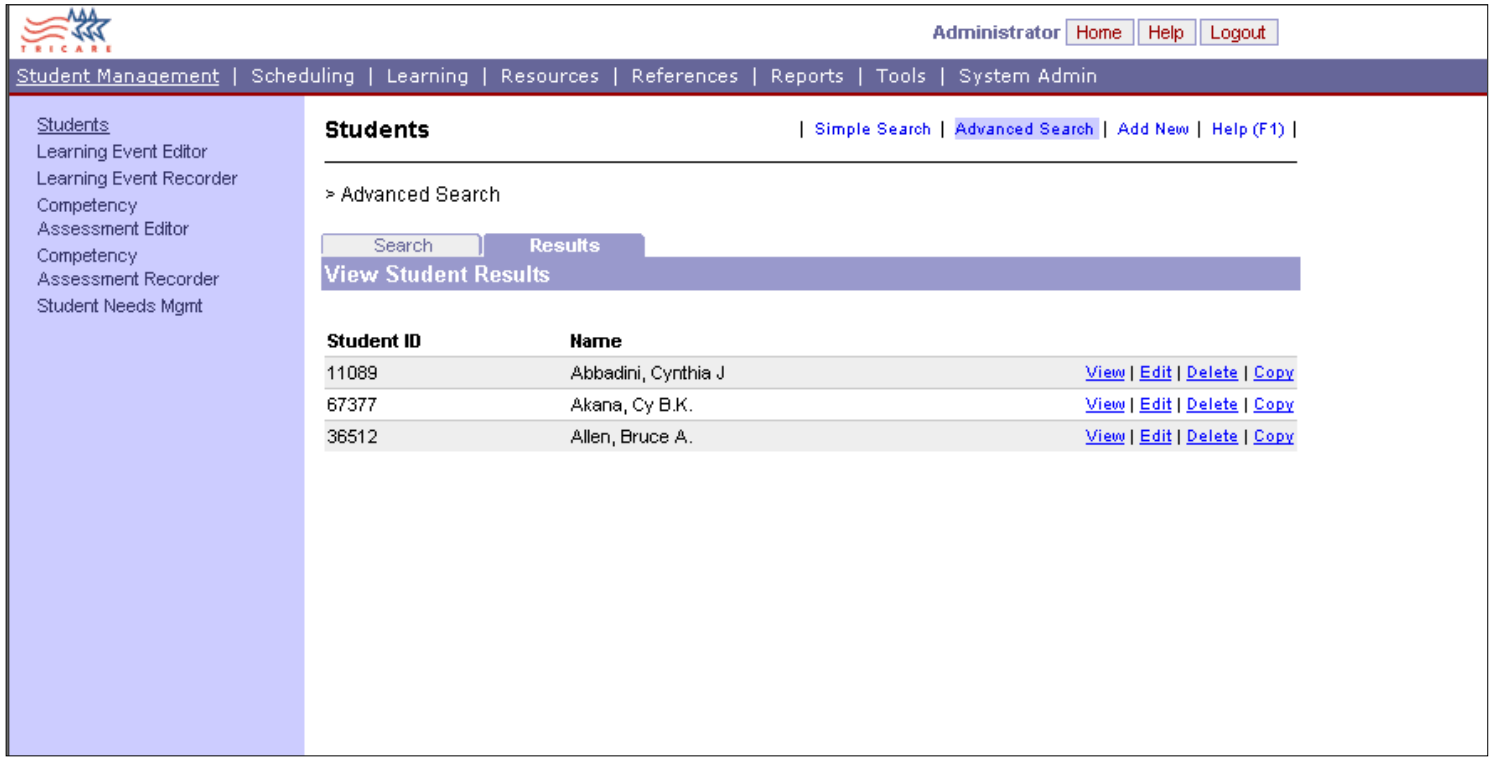
LMS Functionality

Advanced Search Reporting

- The Search Results will display
- This page displays all of the students within your domain that have completed the Refresher course



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HIPAA Privacy Refresher Training Rollout

Refresher Course Names

Job Position	Refresher Course ID
Admin Support Services	PRIVACY REFRESHER AS
Ancillary Clinical	PRIVACY REFRESHER AC
Business/Finance	PRIVACY REFRESHER BF
Facility Support Services	PRIVACY REFRESHER FS
IM/IT	PRIVACY REFRESHER IM/IT
Medical Records/Patient Admin	PRIVACY REFRESHER MR
Nursing	PRIVACY REFRESHER NR
Provider	PRIVACY REFRESHER PR
Senior Executive Staff	PRIVACY REFRESHER SR
Volunteers	PRIVACY REFRESHER VL

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Summary

- You will be able to:
  - Perform student search within the LMS
  - Create new student accounts
  - Unlock Student Accounts
  - Reset Passwords
  - Inactivate students
  - Delete duplicate student records
  - Grant course credit
  - Perform Advanced Search reporting

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HIPAA Privacy Refresher Course Rollout

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Objectives

- Upon completion of this lesson, you should be able to:
  - Identify the sequence of job descriptions used for the HIPAA Privacy Refresher Rollout
  - Identify the affect of the Refresher course on completion statistics
  - Describe the affects of the HIPAA Privacy Refresher Course on a student's development plan

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Rollout Sequence

- The Privacy Refresher course will rollout by Job Position within the LMS
- The Refresher course will appear in the students Development Plan as a required course
- The Refresher course will rollout to a new Job Position(s) every other month
- Students will have two months to complete the Refresher course and exam
- The Privacy Refresher course is a review of Privacy 101: it does not contain any new information

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Rollout Sequence

Rollout Month	Job Position
May 2004	Senior Executive Staff, Volunteers, Medical Records/Patient Admin, and IM/IT
July 2004	Nursing
September 2004	Ancillary Clinical
November 2004	Admin Support Services and Facility Support Services
January 2005	Business/Finance and Provider

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Completion Reporting

- The custom report completion percentages will be affected when the Privacy Refresher course is added to a students Development Plan
- The completion percentage will decrease for the Job Positions in which the rollout has occurred
- Use the Advanced Search Reporting to track Privacy Refresher course completion statistics

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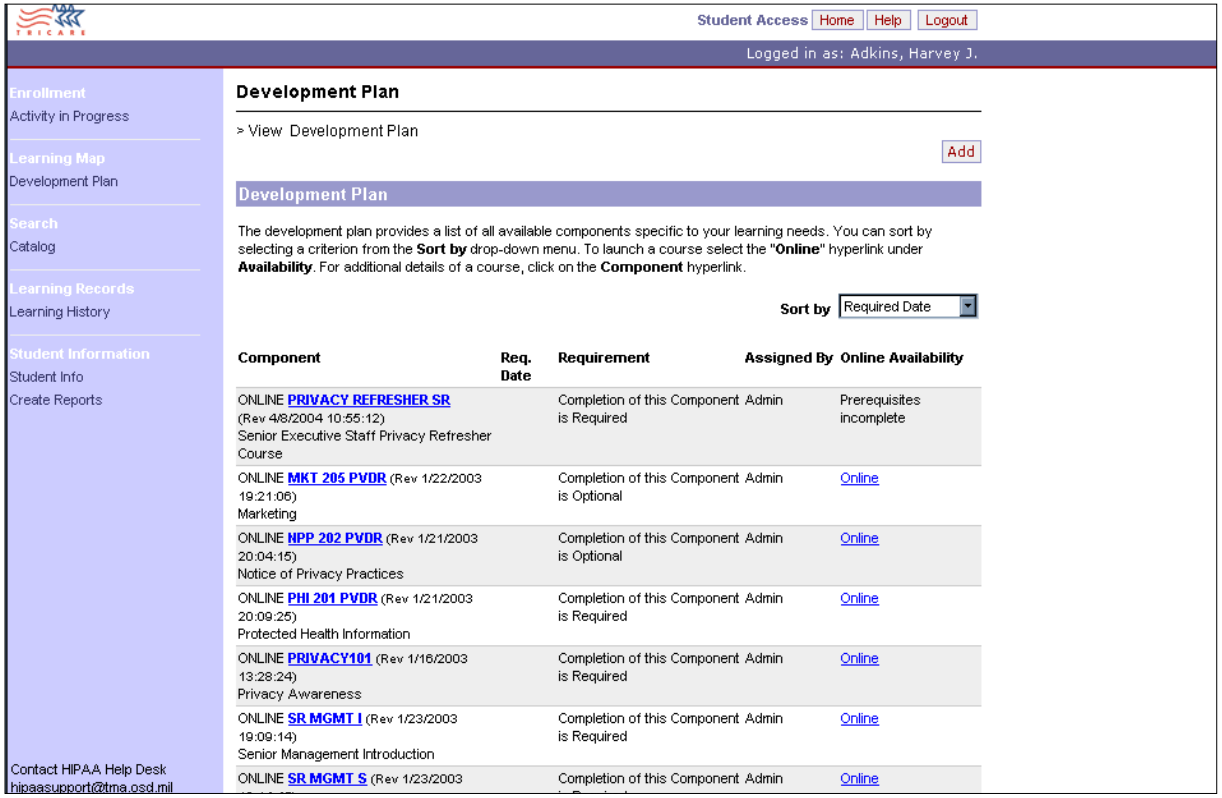
HIPAA Privacy Refresher Training Rollout

Development Plan

- Students must complete all required courses in their Development Plan prior to taking the Privacy Refresher course and exam



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Summary

- You should now be able to:
  - Identify the sequence of job descriptions used for the HIPAA Privacy Refresher Rollout
  - Identify the affect of the Refresher course on completion statistics
  - Describe the affects of the HIPAA Privacy Refresher Course on a student's development plan

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Course Completion and Exam Implementation

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Objectives

- Upon completion of this lesson, you will be able to:
  - Describe the course and exam completion process
  - Describe the impact of exams on Privacy Refresher Training
  - Identify the prerequisites of the Refresher Training
  - Identify the passing score requirement for the HIPAA Privacy Refresher Training Exam

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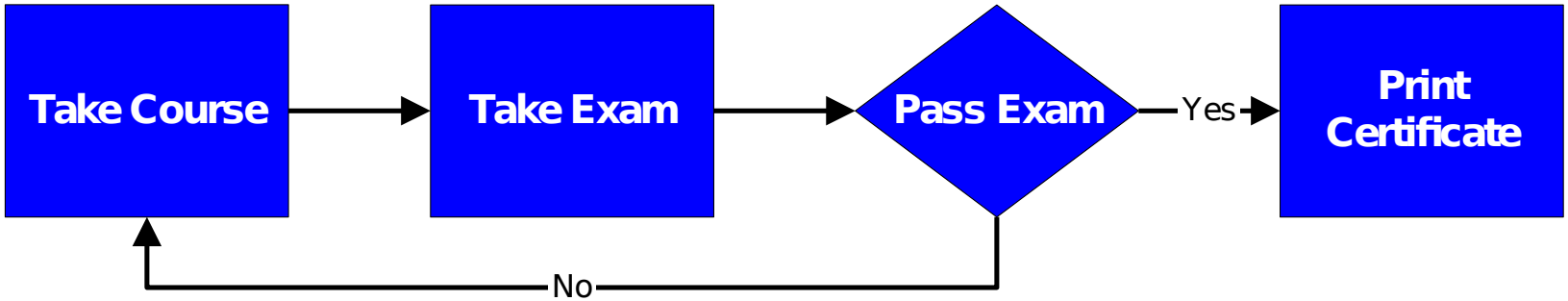
Course and Exam Completion Process



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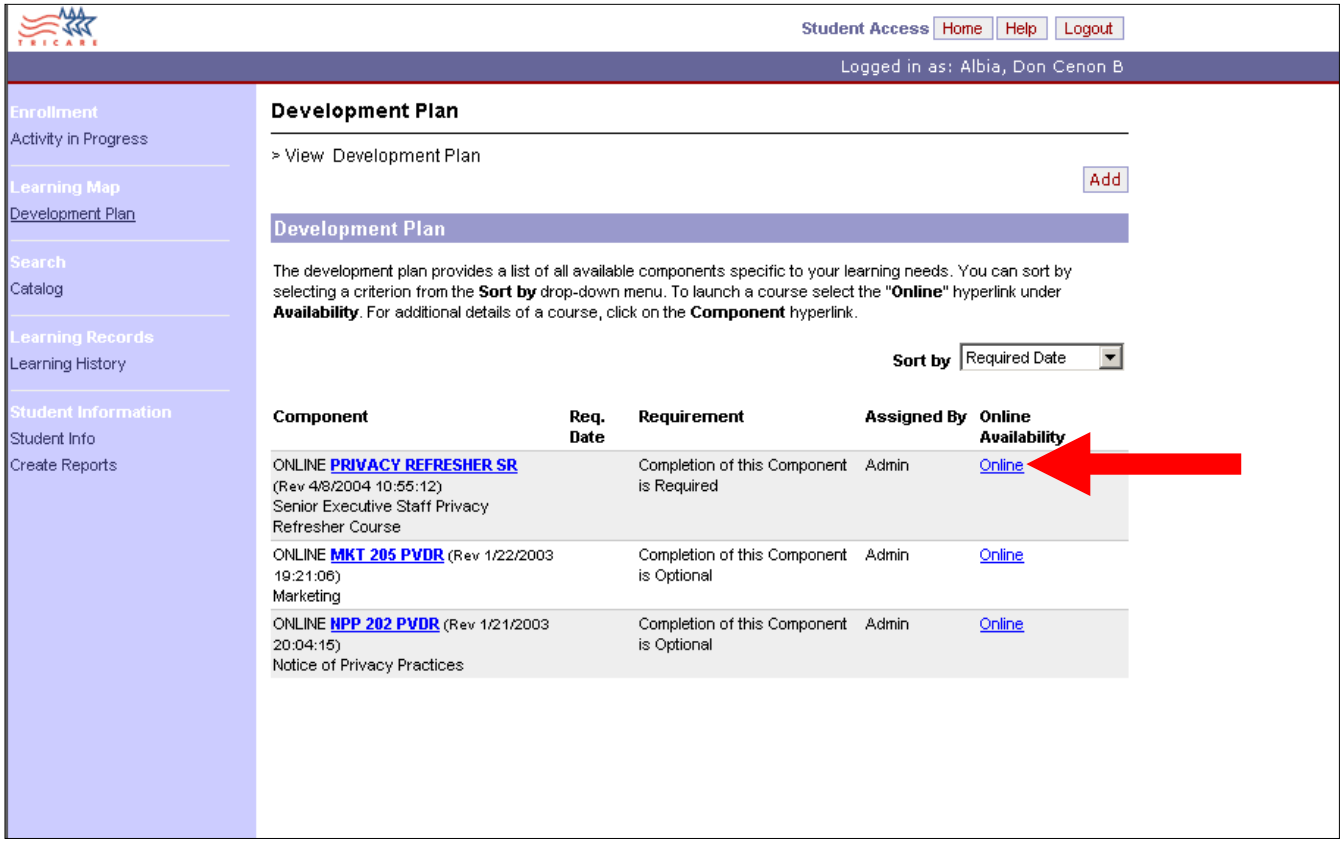
Course and Exam Completion Process

1. Select the Online link for the Refresher course in your Development Plan


Student Access
Home
Help
Logout
Logged in as: Albia, Don Cenon B
Enrollment
Activity in Progress
Learning Map
Development Plan
Search
Catalog
Learning Records
Learning History
Student Information
Student Info
Create Reports
Development Plan
> View Development Plan
Add
Development Plan
The development plan provides a list of all available components specific to your learning needs. You can sort by selecting a criterion from the Sort by drop-down menu. To launch a course select the "Online" hyperlink under Availability. For additional details of a course, click on the Component hyperlink.
Sort by
Required Date
Component
Req. Date
Requirement
Assigned By
Online Availability
ONLINE PRIVACY REFRESHER SR (Rev 4/8/2004 10:55:12) Senior Executive Staff Privacy Refresher Course
Completion of this Component is Required
Admin
Online
ONLINE MKT 205 PVDR (Rev 1/22/2003 19:21:06) Marketing
Completion of this Component is Optional
Admin
Online
ONLINE NPP 202 PVDR (Rev 1/21/2003 20:04:15) Notice of Privacy Practices
Completion of this Component is Optional
Admin
Online

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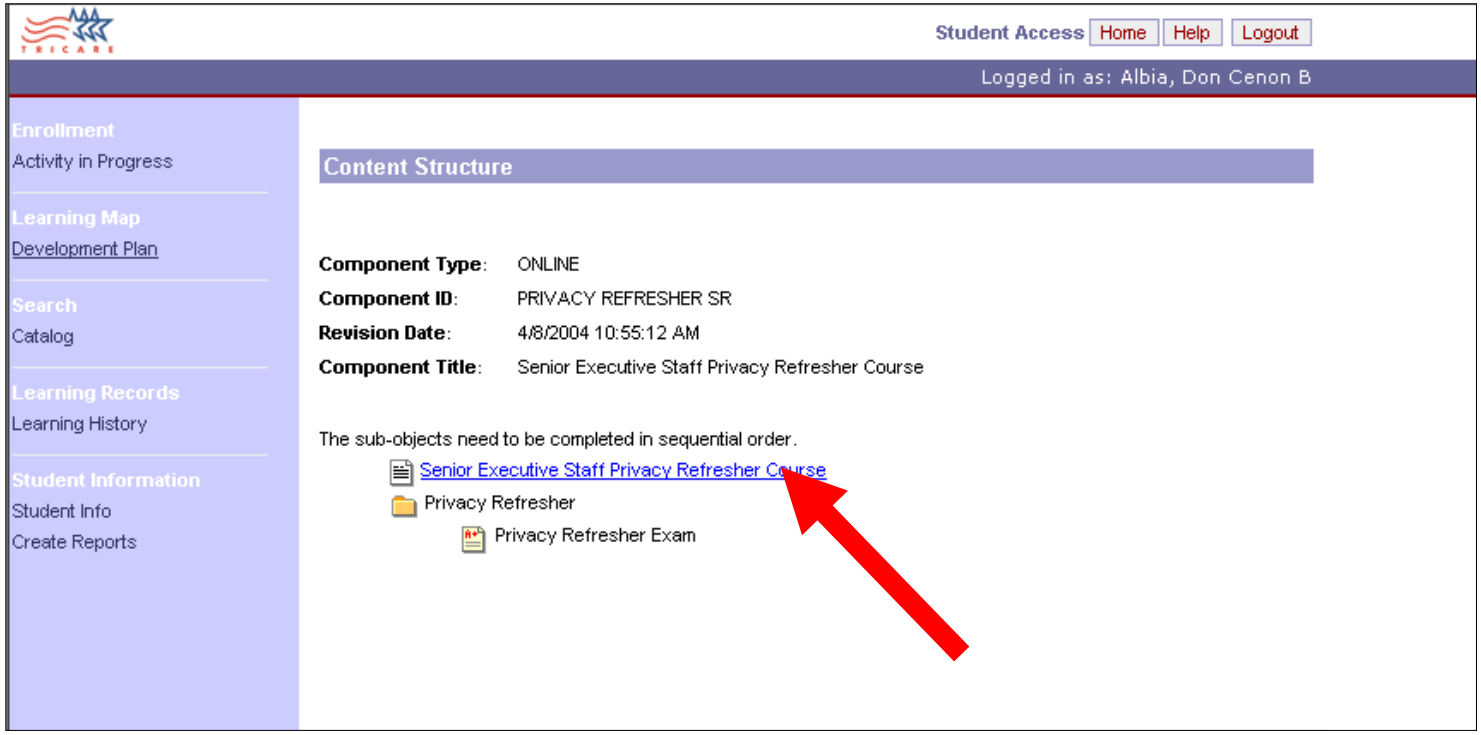
Course and Exam Completion Process

2. Select Privacy Refresher Course link to access the course



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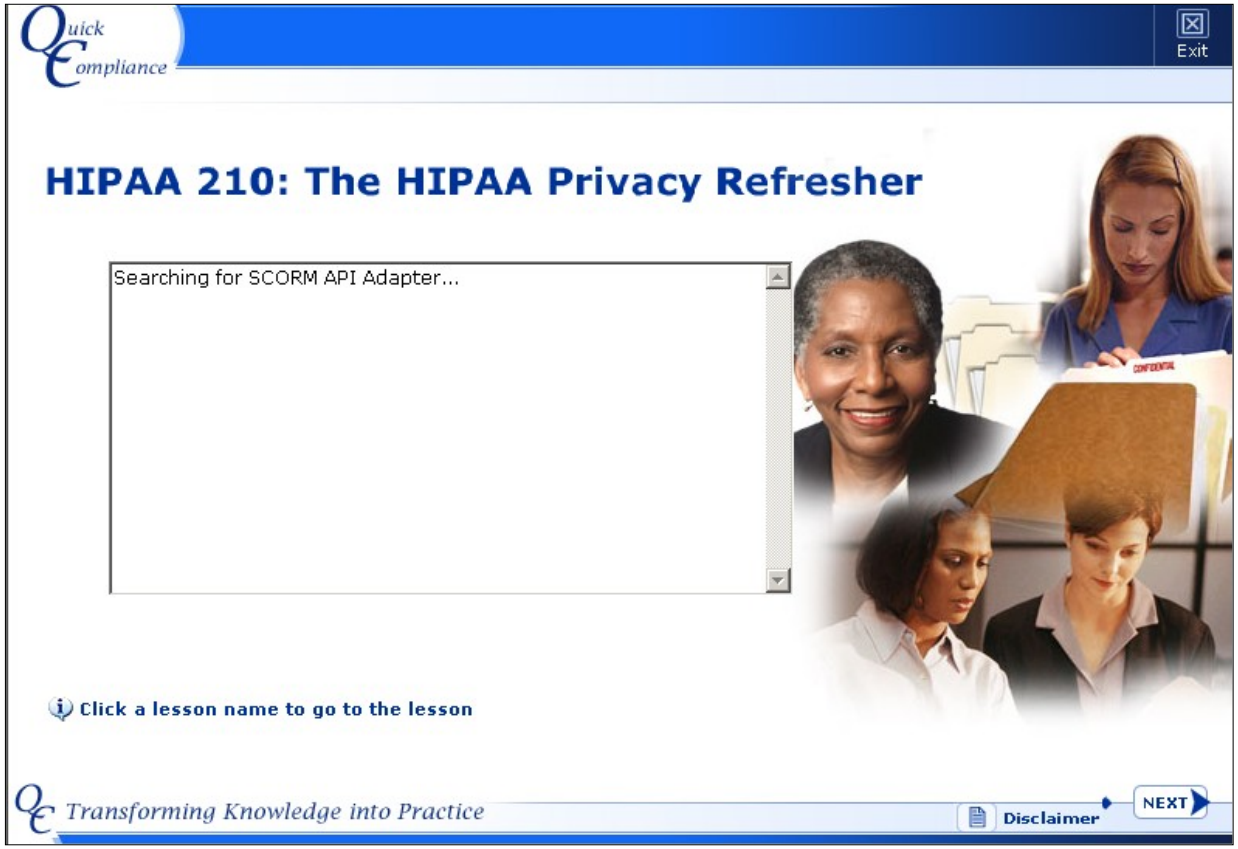
Course and Exam Completion Process

3. The SCORM API Adapter will load



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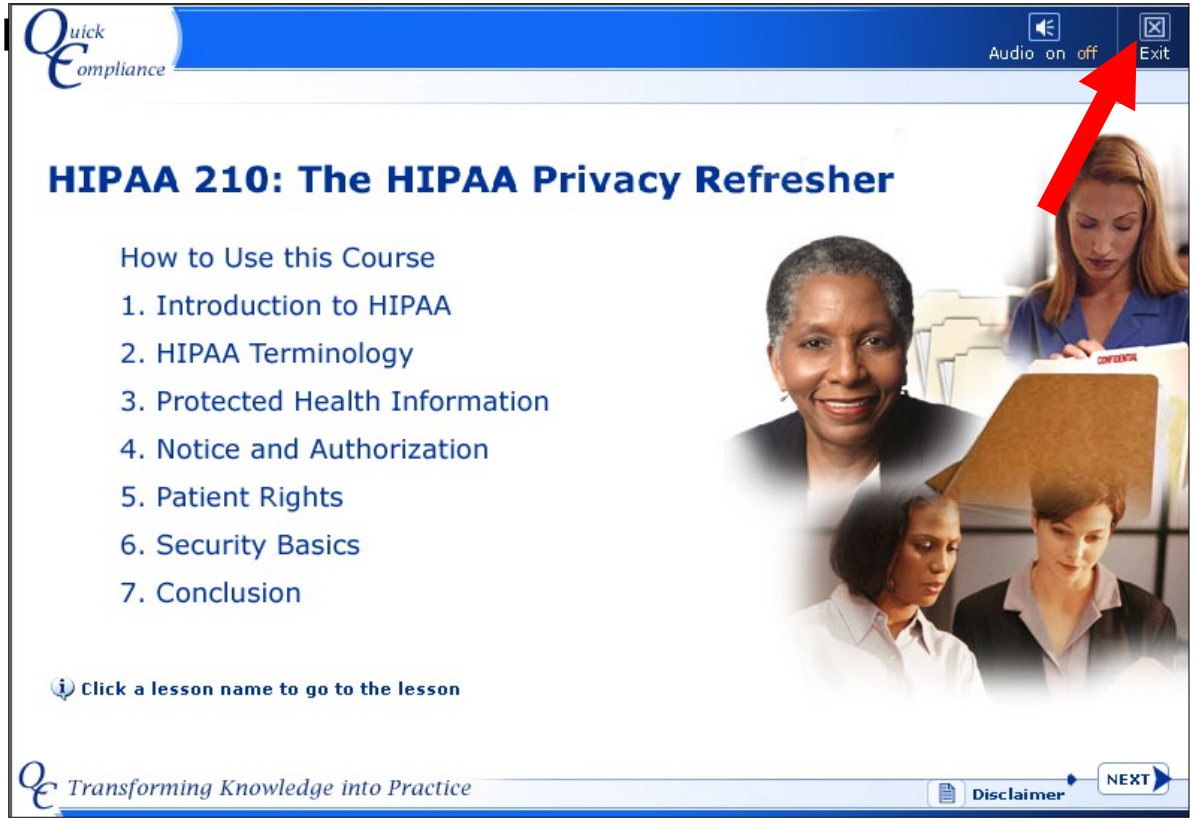
Course and Exam Completion Process

4. Select the first section to begin the course
5. Select the Exit button once the course is co



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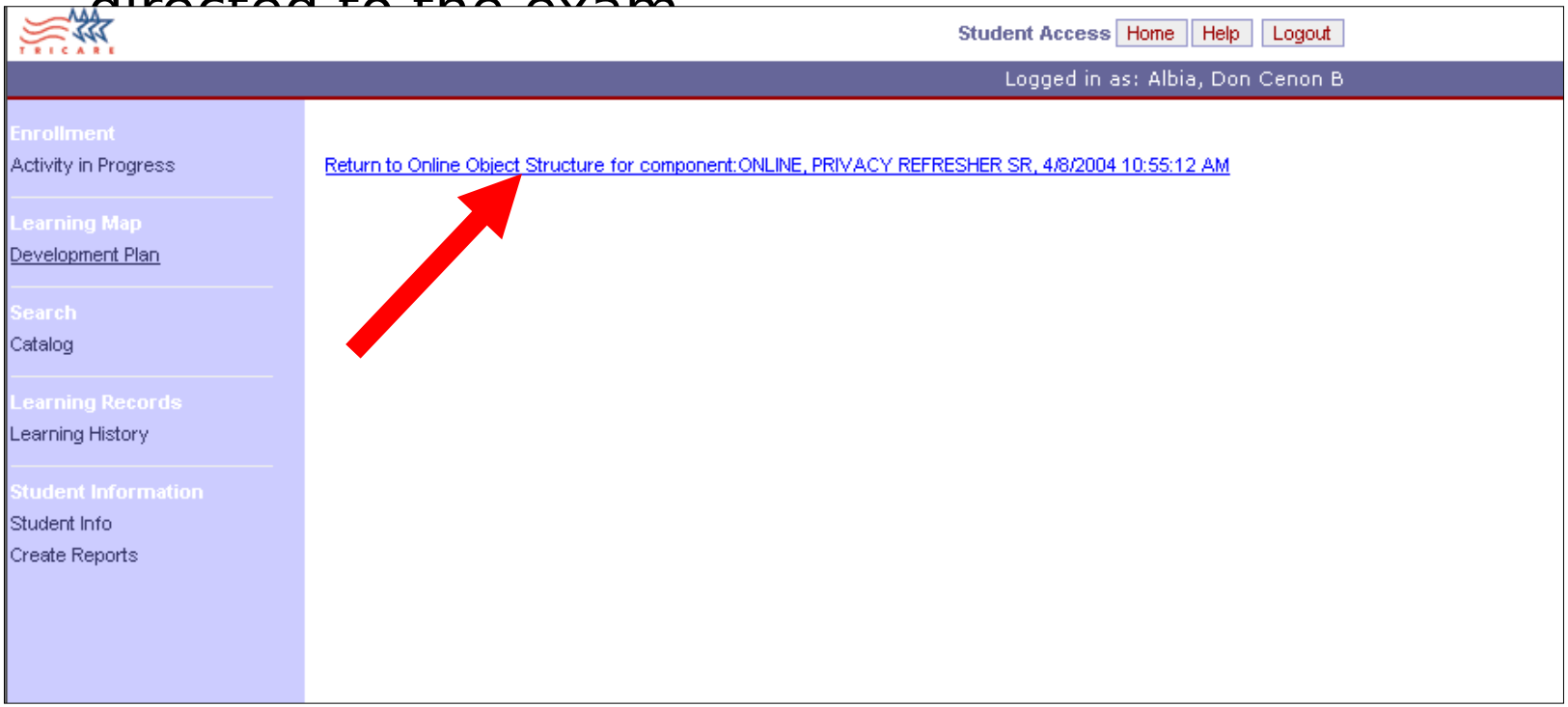
Course and Exam Completion Process

6. Once you have completed the course, click on Return to Online Object Structure link to be directed to the exam



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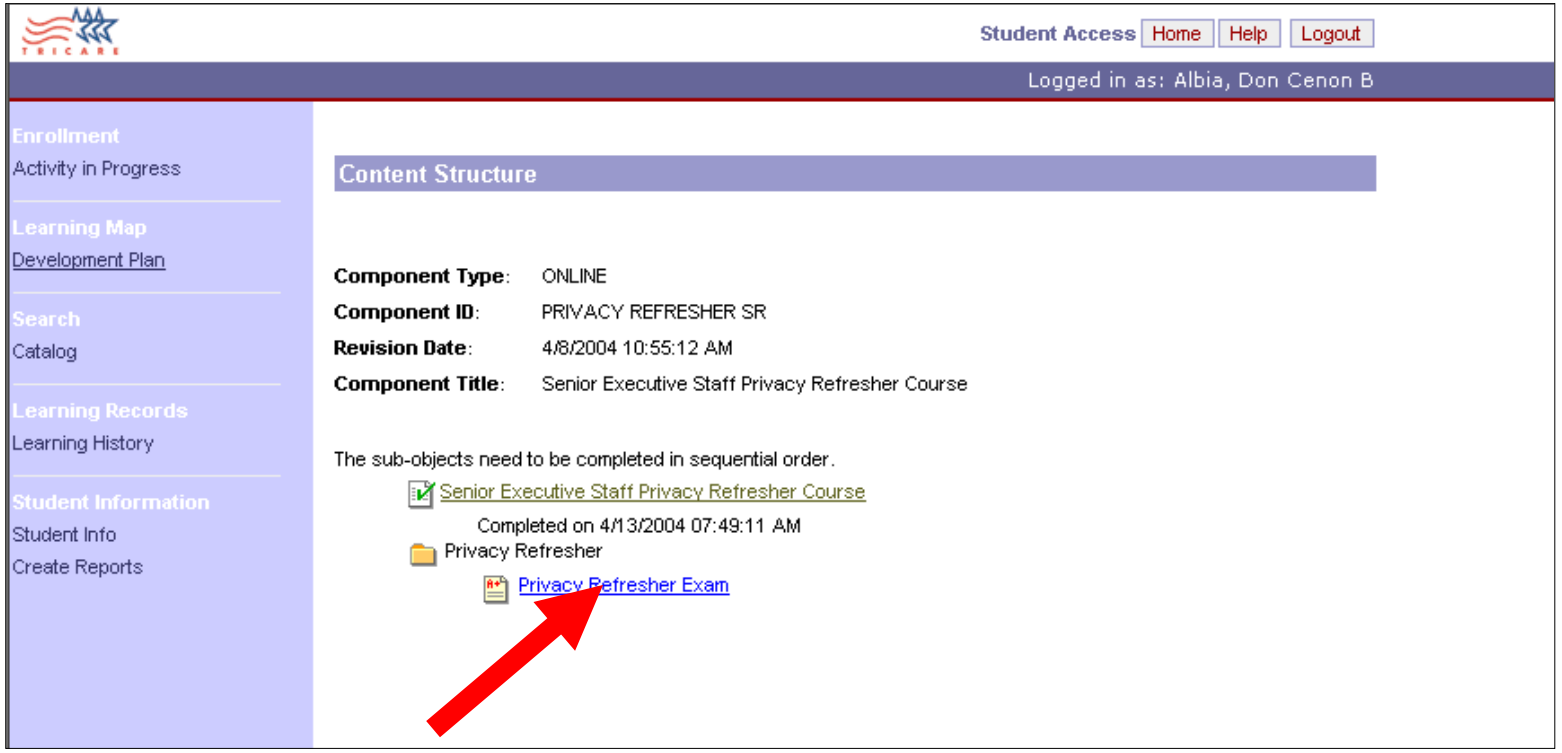
Course and Exam Completion Process

7. Select the Privacy Refresher Exam link to access the exam



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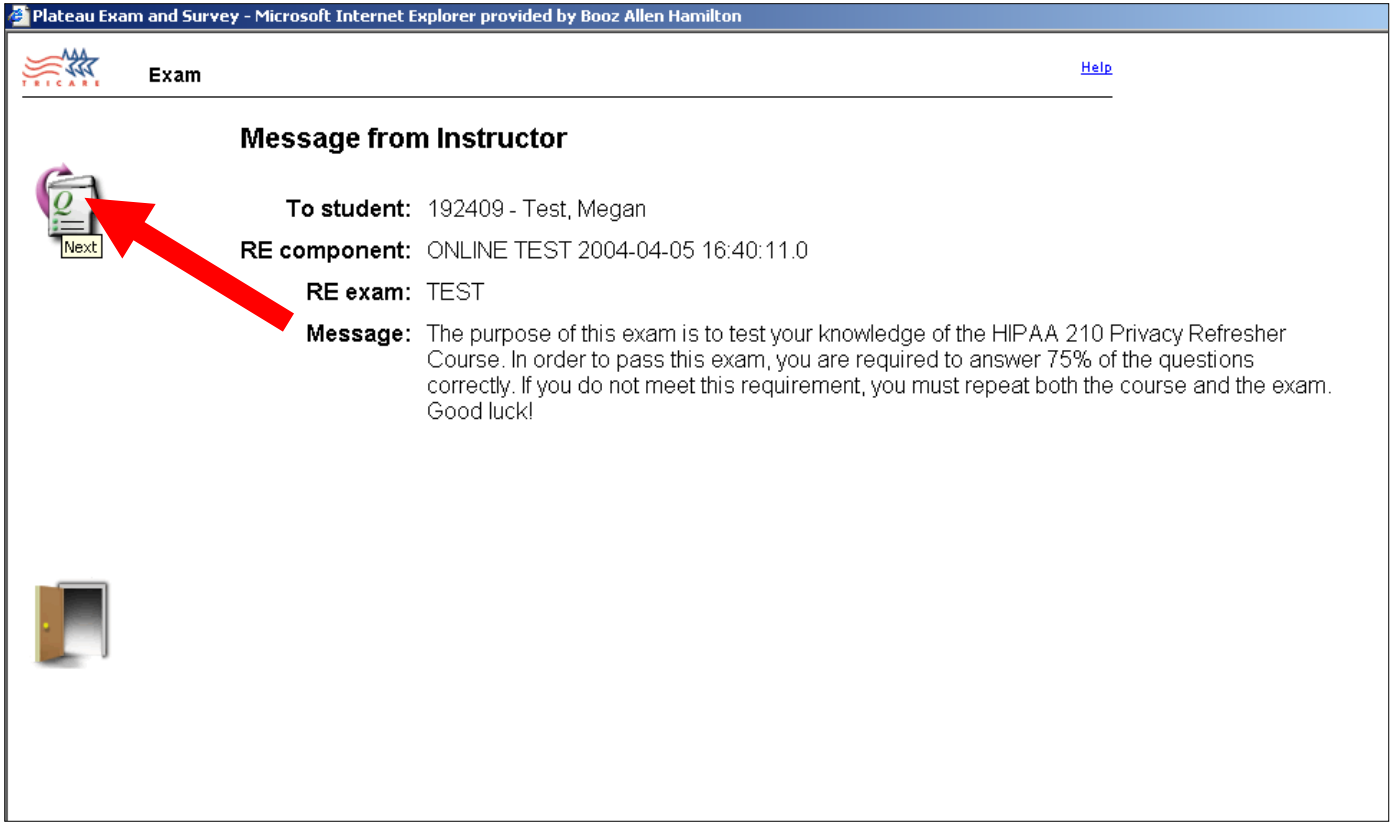
Course and Exam Completion Process

8. Click on the notebook icon located on the top left side of the screen to begin the exam


Plateau Exam and Survey - Microsoft Internet Explorer provided by Booz Allen Hamilton
Exam
Help
Message from Instructor
Next
To student: 192409 - Test, Megan
RE component: ONLINE TEST 2004-04-05 16:40:11.0
RE exam: TEST
Message: The purpose of this exam is to test your knowledge of the HIPAA 210 Privacy Refresher Course. In order to pass this exam, you are required to answer 75% of the questions correctly. If you do not meet this requirement, you must repeat both the course and the exam. Good luck!

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Examination

- The component (course and exam) will reside in the students development plan until the student has successfully completed the exam
- Passing score is 75%. If the student does not pass, then they must repeat both the course and the exam
- Once the student successfully completes the exam, the component (course and exam) will move to the students Learning History
  - Remember to print certificate
- The exam questions will be randomly assigned by the LMS

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Summary

- You should now be able to:
  - Describe the course and exam completion process
  - Describe the impact of exams on Privacy Refresher Training
  - Identify the passing score requirement for the HIPAA Privacy Refresher Training Exam

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Future LMS Enhancements

- LMS version 4.2 is targeted to rollout by Fall 2004
- Some of the future enhancements include:
  - Search case sensitivity
  - Password requirements
  - Surveys
  - Enhanced custom reports

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Presentation Summary

You should now be able to:

- Identify the responsibilities of the Training Administrator
- Communicate the rollout and implementation of the Privacy Refresher course within your MTF
- Perform the functions of the Training Administrator within the LMS
- Explain the process for completing and receiving credit for the Privacy Refresher course
- Explain the impact that the Privacy Refresher course will have on course completion percentages within the custom report

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Training Feedback

- Please complete the training feedback form that will appear when closing out the training session

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Resources

- DoD 6025.18-R, “DoD Health Information Privacy Regulation”, January 2003
- http://tricare.osd.mil/tmaprivacy
- hipaamail@tma.osd.mil for subject matter questions
- hipaasupport@tma.osd.mil for tool related questions
- Service HIPAA Privacy representatives